



Annual report

2024 – 25



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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 toward reconciliation.



Sonder welcomes people from all cultures, faiths, backgrounds, and experiences, and celebrates all identities, genders, sexes, orientations and abilities. We embrace diverse voices in our decision-making to ensure we deliver inclusive services.

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 children, young people and adults each year to access multiple services that address their needs, delivered from a range of centres located across SA.

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

Vision

Better Care, Better Health

Purpose

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

Goal

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



Sageran Naidoo
Chief Executive Officer

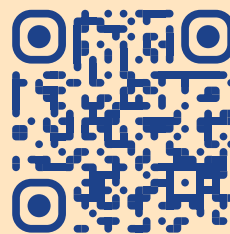
As we close the 2024–25 financial year, I am proud to reflect on a period of transformation in both governance and operations, enhanced financial and systems resilience, and increased achievements in services and outcomes across Sonder. This year has been defined by strengthening our foundations, amplifying our impact, and positioning the organisation for sustainable growth and innovation.

The first half of the year was focused on repair–rebuilding our financial systems and operational frameworks to secure Sonder’s long-term stability. These efforts were not without challenge, but they were essential. Thanks to the commitment of our executive team and staff, we now stand on firmer ground, with improved financial clarity and streamlined systems that better support our goals.

With these foundations in place, the second half of the year enabled us to look forward. The amalgamation of the Community Services and Innovation & Excellence portfolios reflects our renewed alignment with our strategic goals and has introduced stronger, data-informed processes that are improving service delivery and rebuilding funder confidence in our ability to deliver on program outcomes.

This year has been defined by strengthening our foundations, amplifying our impact, and positioning the organisation for sustainable growth and innovation.

We continued to enhance our governance arrangements, with the adoption of a new Constitution and a revised membership structure. One of the most tangible outcomes of this renewal was the launch of the inaugural Sonder Staff Awards in 2025. Replacing the traditional Annual General Meeting, this event now highlights and celebrates the exceptional contributions of individuals and teams across the organisation – strengthening our culture and values.



Watch video from Sageran Naidoo

Several new programs commenced during the year, but a clear highlight was the success achieved through our partnership with NINI (lead agency) and OARS Community Transitions in delivering the Aboriginal Social and Emotional Wellbeing Centre. While this service will only be fully implemented in FY 25-26, news of NINI's success with this tender has cemented not only a strong partnership with NINI but also given Sonder renewed impetus to build on our Aboriginal cultural capability. We look forward to supporting our partners in bringing this landmark services to life and contributing our expertise.

Looking ahead, the coming year will also see the implementation of the Inclusive Employment Australia program, further extending our role in providing services to people living with disability and strengthening our capacity to deliver inclusive employment pathways.

Financially, Sonder has emerged stronger. In a sector facing rising costs and consolidation pressures, we have maintained our independence and stability. Our vigilance in financial stewardship is not only a source of pride but also essential to ensuring our communities continue to receive the care they deserve in times of economic uncertainty and growing social need.

Innovation has been another theme of the year. We have taken careful steps in exploring generative artificial intelligence within our clinical and therapy settings. While we remain cautious about governance and privacy considerations, we also recognise the potential of these technologies to create new service options for our clients and their families, provided they align with our values and purpose.

As we enter the final year of our current strategic plan, Sonder is determined to build on the achievements of FY24-25, the most notable being our return to an operating surplus and an increase in our impact - both in the number of clients supported and our geographic reach. With a strong foundation, renewed partnerships, and a culture of innovation, we are ready to navigate the complexities of our sector and deliver even greater impact.

To our staff, stakeholders, and clients—thank you for your continued support, dedication, and belief in Sonder's goal and purpose. Together, we have achieved much, and together, we will continue to make a difference.



Dr Rizwan Latif
Board Chair

On behalf of the Board, I extend my sincere thanks our staff for their dedication and hard work. The 2024-25 financial year has been a period of significant achievement for Sonder, reflecting the passion and commitment of our people.

I particularly acknowledge our CEO, Sageran Naidoo, and the Executive Management Team for their outstanding leadership in financial management. Their diligence has enabled Sonder not only to deliver a surplus budget but also to secure several new contracts, expanding our capacity and strengthening our position as a trusted leader in the sector.

Over the past 12 months, Sonder has experienced strong growth both in client numbers and occasions of service, ensuring that more people receive the support they need. This has been achieved alongside a reduction in corporate costs, as mandated by program funders. Improved financial oversight and budget monitoring allowed us to retain a modest surplus, reinforcing our financial resilience and enabling confident planning for the future.

At the heart of these achievements are our staff. Sonder's strength lies in their dedication, compassion, and professionalism.

This year also marked an important phase of governance reform. Guided by the findings of an external governance review, Sonder introduced measures to make our governance systems stronger, more innovative, and fit for purpose. Constitutional changes streamlined our corporate governance, including a reduction in the minimum number of directors, the introduction of capped terms to promote renewal, and the removal of membership classes. As a result, only Board members now hold membership status, while former associate members have transitioned into valued Supporters of Sonder.

In May 2025, we farewelled Director Dr Kali Hayward and acknowledged her outstanding contribution. We were also pleased to welcome her successor, Dr Matthew Bourke, whose expertise and commitment to representing Aboriginal and Torres Strait Islander communities will add valuable perspective at the Board level.

The Board has continued to strengthen its oversight of risk and performance. We reviewed our high-level strategic risks, risk management framework, and risk appetite statement, ensuring alignment with organisational priorities. The introduction of Sonder's Impact Framework has also enhanced accountability by providing clear measures of progress against our Strategic Plan.

At the heart of these achievements are our staff. Sonder's strength lies in their dedication, compassion, and professionalism. We remain committed to ensuring our people feel valued and supported, and to fostering a positive workplace culture that sustains our success into the future.

Sonder continues to establish itself as a leader in the sector. By combining robust governance, innovation, and high-quality, person-centred services, we are setting benchmarks for best practice while remaining deeply connected to the communities we serve.

I am proud of what Sonder has achieved this year and the strong foundation we are continuing to build for the years ahead. With financial stability, sound governance, and a thriving workplace culture, Sonder is well positioned to continue making a real and lasting difference in the lives of the people and communities we support.



Our impact

Throughout the 2024-25 financial year, we supported **18,942** people in metropolitan and regional communities across South Australia.



We supported individuals across **29 programs** and services across mental health, alcohol and/or other drugs, youth, community health, homelessness and Aboriginal health.



● Mental health services

In 2024–25, we supported 10,275 people experiencing mental health challenges through 40,231 occasions of service. 79% reported improved wellbeing and 93% expressed satisfaction with the support they received.

Highlights included the first anniversary of the Northern Adelaide Medicare Mental Health Centre, expansion of collaborative and integrated care models, and the growth of our social enterprise, Solasta, which supported 1,826 individuals.

Services

- Northern Adelaide Medicare Mental Health Centre
- Enhanced Mental Health Services
- Safe Haven
- Western Wellbeing Hub
- Adult Wellbeing
- Clinical Care Coordination – Regional
- Palliative Care Connect
- Country Wellness Connections
- Booked Psychiatric Assessments
- Shared Care with GPs
- Residential Wellbeing
- Solasta



“Wow I was listened to and supported. No judgement and talking with a peer worker with lived experience. I finally found a place for me. They get me they understand me.”

Guest,
Northern Adelaide Medicare Mental Health Centre

10,275



adults, children and families supported

40,231

occasions of service

79%

of individuals reported improvements in wellbeing

93%

expressed satisfaction or high satisfaction with the support they received

4,696

guests supported at Northern Adelaide Medicare Mental Health Centre

● — Alcohol and/or other drugs services

We supported 671 people experiencing alcohol and/or other drug use concerns through 8,741 occasions of service across programs including the In-Home Withdrawal Service, AIM, and Partners Toward Wellbeing. 67% reported improved wellbeing, and 97% expressed satisfaction with the support received.

Our In-Home Withdrawal Service was recognised with the Excellence in Treatment and Support Award from the South Australian Network of Drug & Alcohol Services, highlighting the program's innovative, home-based model of care.

We also expanded access to alcohol and/or other drug support through our walk-in mental health service, Safe Haven, and strengthened integrated care pathways through AIM and Partners Toward Wellbeing, ensuring people with complex needs received coordinated, compassionate support.

Services

- In-Home Withdrawal Service
- Partners Toward Wellbeing
- AIM



"I always felt respected and never judged during my support and couldn't recommend them enough. They go above and beyond."

Client,
In-Home Withdrawal Service

671

people supported



8,741

occasions of service

67%

of individuals reported improvements in wellbeing

97%

expressed satisfaction or high satisfaction with the support they received

● — Youth services

Our headspace centres at Adelaide, Edinburgh North, Onkaparinga, and Marion supported 4,645 young people through 57,996 occasions of service – a 17% increase from the previous year.

We strengthened operations by using data and new technologies to improve efficiency, freeing up staff to spend more time supporting young people. Each centre delivered local initiatives – from school partnerships and inclusive programs to outreach in community spaces.

We supported 267 young people to achieve employment or education goals through our headspace Work & Study program, with 122 successfully transitioning into employment or education. Meanwhile, headspace Early Psychosis provided intensive support to 625 young people experiencing or at risk of developing psychosis, maintaining strong outcomes despite operating above capacity.

Across all centres, more than 500 community engagement activities promoted inclusion, reduced stigma, and encouraged help-seeking, reinforcing headspace as a trusted space for young people to connect, recover, and thrive.



“headspace Adelaide is a fantastic place. It's extremely accommodating, welcoming, accepting, and, above all, free, if you're a young person going through mental health issues and have been referred to them. Trust them. They'll take care of you.”

Young person,
headspace Adelaide

Services

- headspace Adelaide
- headspace Marion
- headspace Edinburgh North
- headspace Onkaparinga
- headspace Early Psychosis
- headspace Work & Study



4,645



young people supported

57,996

occasions of service

4.1/5

average satisfaction rating

57%

of young people
demonstrated significant
improvement in quality
of life

36%

of young people
demonstrated significant
reductions in psychological
distress

4

headspace centres –
Adelaide, Edinburgh North,
Onkaparinga and Marion

267

young people supported
through headspace
Work & Study

625

young people supported
through headspace
Early Psychosis

500+

community engagement
activities were participated

Aboriginal health services

We supported 491 Aboriginal and/or Torres Strait Islander people through 10,897 occasions of service. Outcomes were strong, with 82% of client-led goals achieved and 95% reporting greater confidence in managing their health.

In response to community need, we expanded support to include diabetes education, dietetics, and exercise physiology, delivering group workshops and individual sessions that promoted healthy behaviours, cultural connection, and self-management.

Services

- Closing the Gap Integrated Team Care
- Dietetics and exercise physiology



"The team have always been a constant support to me and my health needs. They show me so much care and compassion. Always above and beyond expectations."

Client,
Closing the Gap Integrated Team Care

491



people supported

11,180

occasions of service

82%

client-led goals
achieved

95%

clients improved their
confidence in
managing their health

72

community
engagement activities
participated

Community health services

Our community health programs supported people across regional and metropolitan South Australia to build healthier lifestyles, manage chronic conditions, and stay connected.

The Healthy Habits program supported 299 people through nutrition, exercise, and wellbeing services, with over 90% reporting improved confidence in maintaining healthy behaviours.

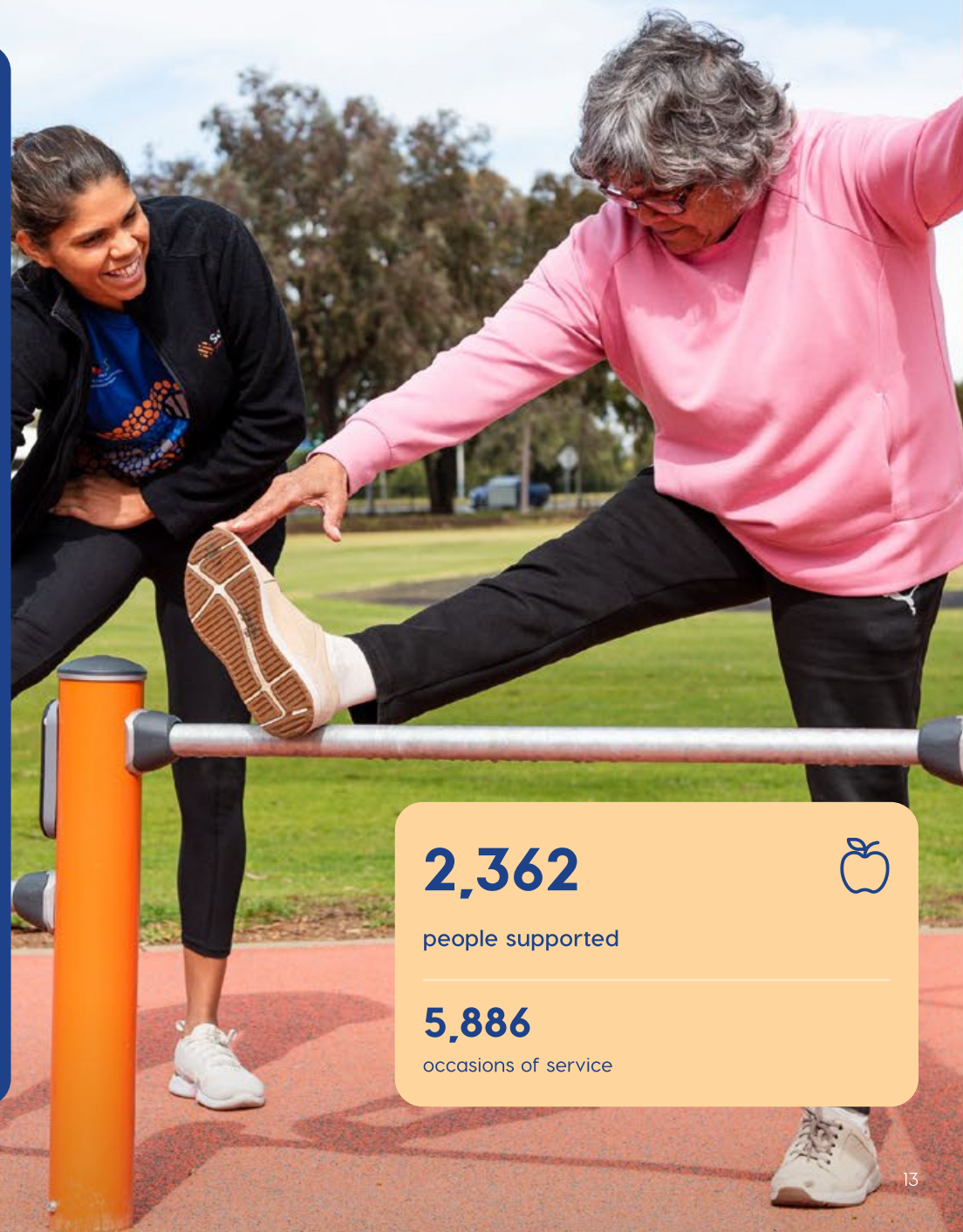
Our Integrated Primary Care program supported 1,580 people living with chronic medical conditions to access 3,591 allied health services, with strong outcomes including 62% showing improved management of their chronic condition.

We were proud to launch the Social Worker in the Library pilot at Salisbury Community Hub, which provided 483 instances of direct support to community members and enhanced staff capability through over 1,300 engagements.

Through the Play Our Way initiative, we worked to break down barriers to physical activity and sport for women and girls by delivering inclusive programs, partnering with clubs to boost participation, and providing practical support such as equipment and subsidised membership fees.

Services

- Healthy Habits
- Integrated Primary Care
- Library Social Worker
- Play Our Way



2,362

people supported



5,886

occasions of service

Homelessness services

Through the Toward Home alliance, Sonder works alongside partner organisations to prevent, divert, and resolve homelessness across Adelaide and the Adelaide Hills. In 2024–25, we supported 134 people experiencing homelessness, many facing complex challenges such as mental health concerns (81%), disability (32%), and alcohol and/or other drug use (47%).

As part of the alliance, Sonder provides specialist case management for people with high health needs and leads outreach to those sleeping rough, connecting them with immediate support and pathways to safe housing. This integrated, person-centred approach strengthens long-term stability, health, and social inclusion.

Sonder also partnered with the Hutt St Centre to break down barriers to healthcare for people experiencing homelessness by delivering on-site allied health services in a trusted community setting. In its first year, 364 people accessed support through 1,395 appointments, with 90% saying they would not have sought help elsewhere.

Services

- Toward Home
- Hutt St allied health services

134



people with complex health needs supported

81%

were experiencing mental health concerns

32%

were living with disability

47%

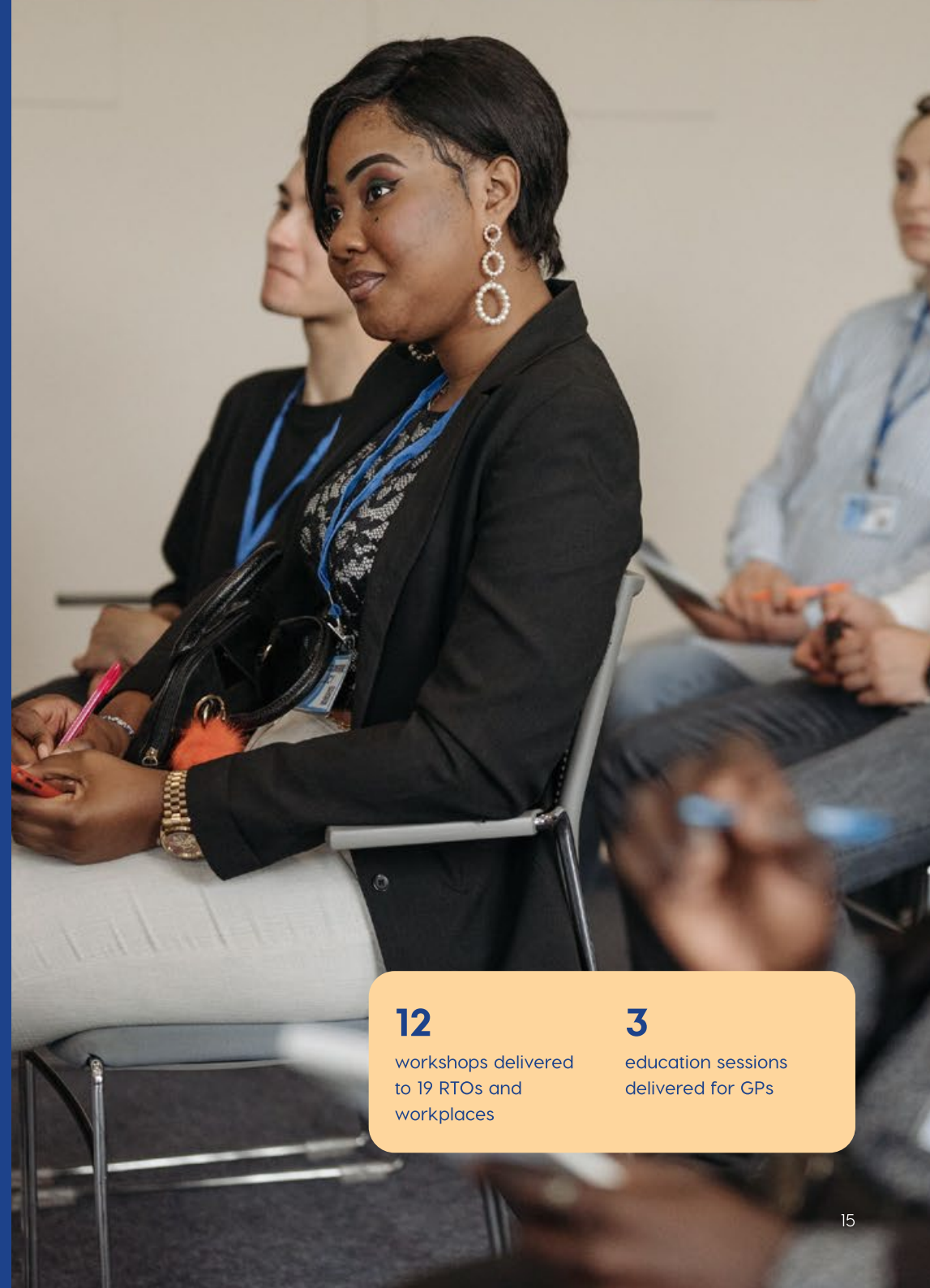
were experiencing alcohol and/or other drug use concerns.

364

people supported at the Hutt St Centre through 1,395 allied health appointments

Professional development

Sonder continued to partner with Skills SA to support to Registered Training Organisations (RTOs) and employers in creating inclusive, supportive environments for diverse learners. Sonder also partnered with ReturnToWorkSA to deliver RACGP-approved education sessions for GPs.



12

workshops delivered to 19 RTOs and workplaces

3

education sessions delivered for GPs

Our people

We are proud of our dedicated and multi-disciplinary workforce, whose commitment and expertise drive our ability to deliver exceptional services to the communities we serve.



● — Key stats

310



Total number of staff
as at 30 June 2025

65

sub-
contractors

62

students

56

volunteers

72%



of our workforce are
women

3%



of our workforce identify
as gender diverse

16%



of our workforce are men

15%



of our workforce identify
as culturally and
linguistically diverse

8%



of our workforce identify
as gender diverse

44%



of our workforce identify
as having a lived
experience of mental
health challenges and
recovery

4%



of our workforce identify
as Aboriginal and/or
Torres Strait Islander

84%



of staff believe Sonder is
truly a great place to work



"The culture at Sonder is one of collaboration, inclusivity, and continuous learning. The support from my colleagues and leadership has been invaluable in my professional journey, helping me grow from a placement student to my current role in management. I've also been incredibly fortunate to receive investment in my professional growth, including the opportunity to complete a 12-month leadership training program. Sonder truly values the development of its people, and I feel very privileged to have been supported in my journey."



Jacqui,
Operational Services Manager,
Child, Family & Youth Services

● Workforce development

In 2024–25, Sonder strengthened its workforce through initiatives designed to build talent pipelines, enhance leadership capability, and expand career opportunities.

Future workforce

70

student placements hosted with five universities

12

students transitioned into clinical roles

4

interns completed the 5+1 Psychology Internship

Social work pathways

5

staff supported to achieve Accredited Mental Health Social Worker status

Lived experience

5

Peer Practitioners completed Certificate IV training through our Peer Upskill program

Leadership

19

staff took part in the Leadership Development Program, building capability and driving innovation



Our board

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



Mr Danny Haydon
**Board Vice Chair & Chair,
Governance & Nominations
Committee**
Principal, Health Division, Brentnalls



Dr Richard Heah
Board Director
General Practitioner



Mr John Manning
Chair, Risk & Finance Committee
Managing Director, Dewings
Accounting



Dr Sian Goodson
Board Director
General Practitioner



Professor Tracey Wade
Board Director
Distinguished Professor
of Psychology,
Flinders University



Dr Matthew Bourke
Board Director
General Practitioner

Financial performance

In 2024-25 financial year, Sonder had a year of consolidation and preparation for growth. Further savings and efficiencies have improved in ICT upgrades and processes, data dashboards and migration to full cloud computing.

Sonder grew by 9.7% in revenue over the 2024-25 financial year to reach \$38.8 million. The growth was derived from full year funding of new services, realised investment gains and fuller employment to increase utilisation of grant funds.

Expenses have been carefully managed across the organisation and savings measures continue to be a focus. Corporate services staffing and expenses remained steady despite the growth in organisational revenue. Staff productivity and outputs have improved significantly across the funded programs and are a testament to Sonder's sophisticated data reporting and exceptional leadership.

The total comprehensive income for 2024-25 was a \$762,764 surplus, incorporating a pleasing operating surplus of \$1,072,728.

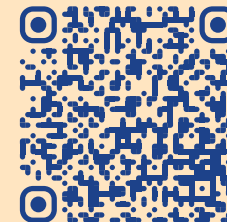
Nexia Edwards Marshall audited the Sonder Financial Statements 2024-25 and concluded that they give a true and fair view of the organisation's financial position and performance and comply with Australian Accounting Standards.

\$38.8M

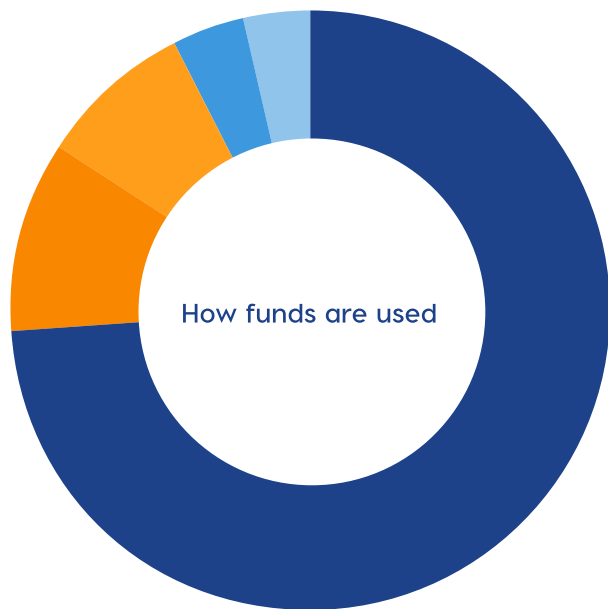
Total revenue

\$2.7M

Total Net Assets



Download the full financial report



- 74% Employee benefits
- 10% Other
- 8% Program delivery
- 4% ICT
- 3% Occupancy

● Statement of financial position

	2024/2025	2023/2024
Current assets	\$6,309,906	\$4,906,781
Non-current assets	\$6,613,919	\$9,697,800
Total assets	\$112,923,825	\$14,604,581
Current liabilities	\$7,053,055	\$8,261,920
Non-current liabilities	\$3,161,397	\$4,396,052
Total liabilities	\$10,214,452	\$12,657,972
Net assets	\$2,709,373	\$1,946,609

● — Contact us

We welcome the opportunity to connect with you to discuss how Sonder can collaborate with your organisation.



(08) 8209 0700



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www.sonder.net.au

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