

## Executive summary



Sonder =

**The  
realisation  
that each  
person is  
living a life  
as vivid and  
complex as  
your own.”**



Welcome to our first *Quarterly trends*. The goal of this report is to share evidence to help inform your business decisions and guide your next steps in organisational wellbeing.

This milestone report is an exciting opportunity for us to share data and insights from our 10,000+ active member support cases from July to September 2022 - across multiple companies, industries, and locations.

The report identifies that a significant proportion of the workforce is navigating diverse and often complex health challenges - which is likely costing organisations time and money in reduced productivity, higher rates of absenteeism and presenteeism, delayed return to work, unnecessary employee turnover, and more.

It confirms that each person experiences a situation or challenge differently, and it is not possible to generalise how or when each challenge affects each individual. (The irony is not lost on us that a report that aims to share general trends finds the theme of last quarter's data to be that people are unique, and their behaviours cannot easily be generalised.)

This evidence of the need for personalised care endorses our ongoing commitment to an empowered and active healthcare approach - enabling your employees and students to get the care they need, when they need it, on their schedule and terms.

We hope you find this report useful and we welcome any feedback you might have.

Best,  
**Craig Cowdrey**  
CEO

**TREND 1**

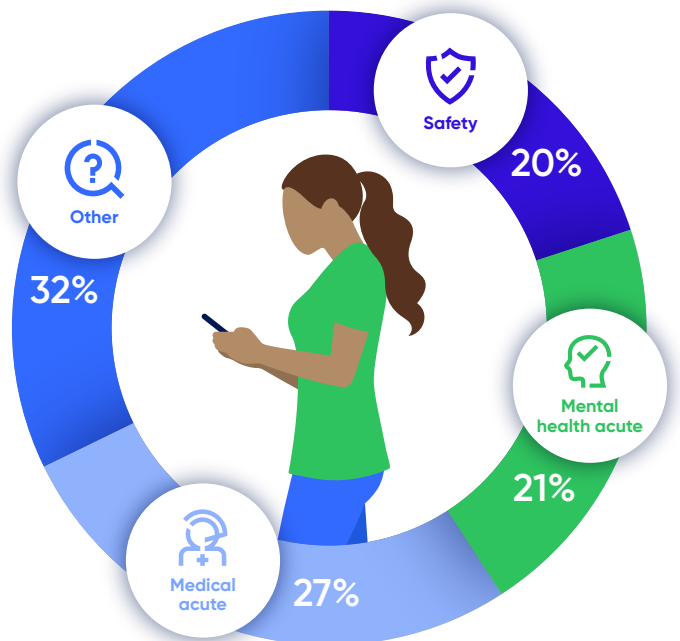
# People are navigating a diverse set of wellbeing challenges

The reasons that members reached out for support were many and varied.

Support cases ranged from concerns about financial pressures and work stress, to back pain and injuries, to pre-natal advice and sick infants, to customer aggression and bullying by managers, to domestic violence and suicide ideation, to car accidents and hospital visits, to floods and natural disasters - or simply because they wanted to have a chat.

Interestingly, despite most organisations partnering with Sonder primarily for mental health and/or safety, their people reached out to us more for medical issues than either of these two concerns.

This immediate access to medical advice helped members stay healthy and productive at work (and avoided many needing time off to attend medical consultations).



“ Access block for medical and mental health care is the most pressing issue of our time. More and more members are reaching out to us because they are feeling blocked from accessing care due to cost, or they cannot access quality care within a reasonable amount of time.

For the first time in Medicare's history, the average out-of-pocket cost (gap payment) for a standard GP consult exceeds the Medicare rebate that a patient receives. With the average out-of-pocket charge increasing by 50 per cent over the last decade, people are increasingly looking for alternative ways to access professional medical care.”

**Dr Jamie Phillips** MB ChB, AFCHSM, DIMC RCS(Edin), MRCGP(UK), FACRRM(EM)  
**Medical Director at Sonder**

# Most common medical conditions

As a health provider accredited by the Australian Council on Healthcare Standards (ACHS), our innovative model of care enabled our multidisciplinary teams of clinicians (including registered nurses and specialist physicians) to triage and diagnose over 100 distinct medical diagnoses this year.



The 30 most common this quarter were:

Medical condition	ICD-11 code
General medical enquiry or health advice	QA1Y
Back pain	ME86.2Z
Acutely unwell	MG25
Acute upper respiratory tract infection	CA07.0
Gastroenteritis	1A40.0
Infection	1HOZ
Chest pain	MD30.Z
Abdominal or pelvic pain	MD81
Skin disorder	ME67
Insect bite	EK50.OZ
Allergic reaction	4A8Z
Constipation	ME05.0
Menstruation	GA20.Y
Sexual health	HA8Z
Urinary tract infection	GC08.Z
Eyelid condition	9A06.Y
Eye injury	NA06.Y
Acute visual loss	9D5Y
Pregnancy-related condition	JA65.Y
Acute tonsillitis	CA03.Z
Headache	MB4D
Dental	DA0A.Y
Reproductive health	QA4Z
Pain in throat	MD36.0
Hand or wrist injury	NC5Z
Arm or forearm injury	ND53.Y
Head injury	NA0Z
Ankle or foot injury	ND1Z
Thigh or leg injury	ND55
Overweight	5B80.OZ

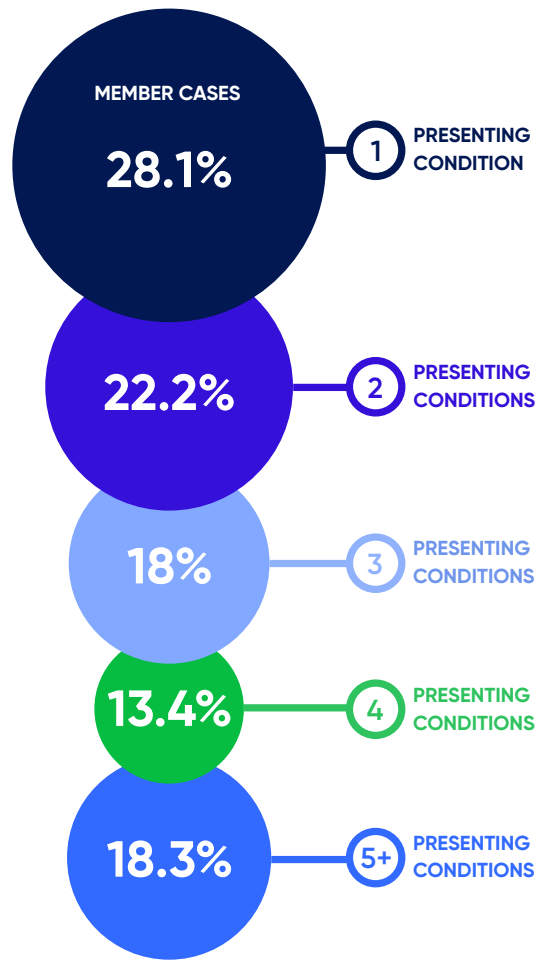
TREND 2

# An individual's wellbeing support needs are often complex

Most members were contending with multiple, intertwined challenges. This meant each individual's support needs were often complicated by the fact that the impact was compounded for each challenge.

This complexity would likely have been missed in a self-help app that was not overseen by accredited clinicians who were able to triage through the lens of a holistic wellbeing model (across mind, body, community, and environment).

Across our cohort of 10,000+ active member support cases, our data showed no strong correlation between the various presenting issues. This indicated that each person experienced a situation or challenge differently and it was not possible to generalise how each individual was affected. Neither was it possible to provide a one-size-fits-all approach for their path to wellness.



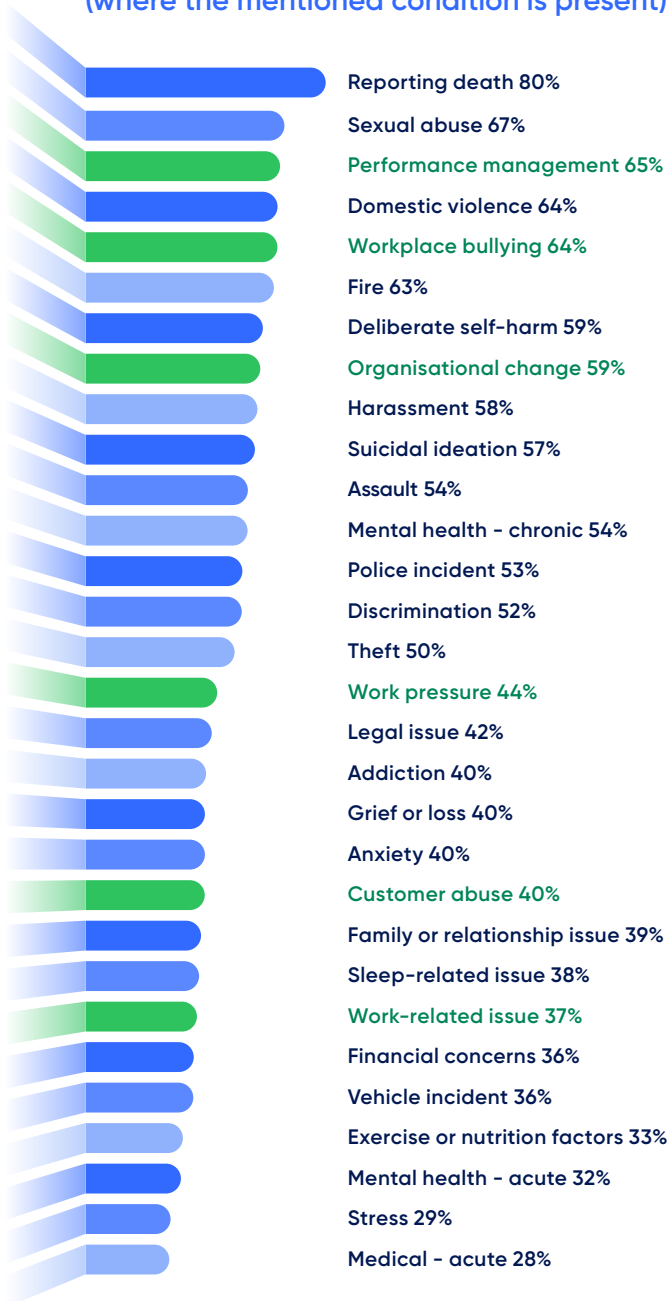
“Complexity has a profound effect on health and social outcomes. Trying to solve clinical comorbidities across medical and mental health without addressing their underlying situational and systemic complexity will not work. It’s a band-aid approach when a holistic treatment plan is needed.”

**Dr Jamie Phillips** MB ChB, AFCHSM, DIMC RCS(Edin), MRCGP(UK), FACRRM(EM)  
Medical Director at Sonder



# Complex cases

Percentage of cases with 5+ conditions (where the mentioned condition is present)



This chart represents last quarter's top 30 most complex case types, where five or more conditions were present.

**Critical incidents (supported by our specialist safety team and in-person responders) saw some of the highest levels of complexity.**

- Nearly 14 per cent of critical incidents last quarter had more than eight conditions present.
- The majority included concerns related to work, safety and/or medical (acute) support.

**Curiously, we found organisational change was associated with some of the most complex cases.**

- Where organisational change (including restructures, new leadership, and changed working conditions) was identified as one of the presenting factors, more than 80 per cent of these cases had four or more other conditions present, and more than half of the cases had five or more other conditions present.
- The majority of these cases included concerns related to work-related pressure, and feelings of stress and/or anxiety. The more severe cases included acute medical and/or mental health issues.

Acute = severe and/or sudden in onset

TREND 3

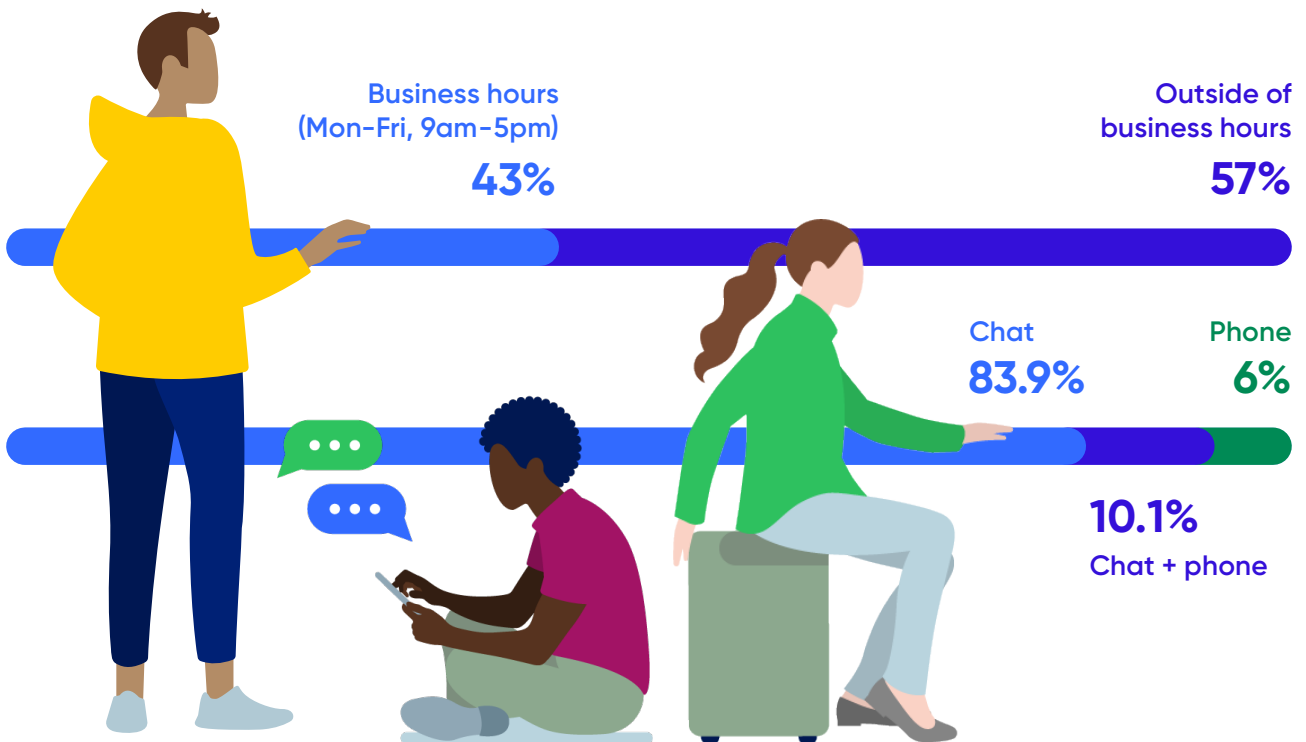
# People want wellbeing support on their terms

Most members reached out for support outside of 9am-5pm, with many members stating they would not have reached out for help if they did not have a support option available 24/7.

Similar to how Netflix audiences love to stream their favourite shows at a time that suits them, our members wanted support at a time that was convenient for their work/life/exercise/family/friend/carers commitments.

Most members engaged via our immediate chat option, with an average response time of 8.51 seconds. They embraced the location-agnostic benefit of our in-app chat - which empowered them to reach out with confidence, anytime and anywhere.

Our data showed no statistical association between the presenting issue (and severity) and when members reached out for help. This evidence suggests that members reached out for help when they needed it and for the issue they had at that moment - with minimal predictable patterns of support-seeking behaviour.



## SUMMARY

# What do these wellbeing trends mean for your organisation?

Our evidence-backed trends remind us that organisations are not homogenous; they are full of unique individuals navigating diverse sets of multilayered challenges, whose support needs can be complex. Each person has a different idea of what 'good wellbeing' looks like - which might explain why different stakeholders within an organisation often hold different visions of what 'good organisational wellbeing' looks like.

Health-savvy leaders who are reshaping organisational wellbeing are paying close attention to what's going on in their teams at both a personal and an organisational level. They are combining their qualitative observations with quantitative evidence to regularly review how their organisation can best move the needle on wellbeing.

## ACTIONS

- **Broaden your wellbeing messaging to include medical.** Share stories to educate and/or remind people that Sonder also provides medical and safety (not just mental health) support.
- **Build a culture that understands complexity.** Raise awareness about how health is complex and impacts people differently. Encourage a mindset that challenges assumptions about wellbeing. Normalise conversations about holistic health.
- **Help managers be mindful of the impacts of organisational change.** Managers like to set a fast change management pace, but they need to appreciate that people who are feeling anxious or stressed about changes at work might also be dealing with medical and/or mental health issues (often as a result of or exacerbated by the changes at work). People need time, consultation, and to feel a sense of control over their situation.
- **Rebuild social connectedness to create a first line of peer support.** Strong relationships at work can reduce loneliness, improve engagement and retention, and provide a valuable first line of support via colleagues they know and trust.
- **Amplify the 24/7 message.** On-demand care can help someone get a better night's sleep, save them a trip to the emergency department, and in suicide ideation cases, save their life.
- **Encourage your leaders to walk the talk.** Help them to embrace, not delegate, their responsibility for championing organisational wellbeing. Remind them to reach out to Sonder if they need help personally, and to be open to sharing their challenges with their colleagues.

# About us

**Sonder is an active care technology company that helps organisations improve the wellbeing of their people so they perform at their best.**

Our mobile app provides immediate, 24/7 support from a team of safety, medical, and mental health professionals - plus onsite help for time-sensitive scenarios.

Accredited by the Australian Council on Healthcare Standards (ACHS), our platform gives leaders the insights they need to act on tomorrow's wellbeing challenges today.



### Immediate assessment

Chat with a Sonder care specialist in 15 seconds or less - day or night



### In-person response

Get on-the-ground assistance so you're not alone in difficult times



### Sonder specialists

Access our clinical team of registered nurses, doctors, psychologists, and more



### Wellbeing resources

Build a happier, healthier you - in just a few minutes a day



### Safety scanning

Avoid unsafe situations and outcomes before they arise