

# Meet Mel.

## This is her journey with Sonder.



Mel worked in a large retail store in regional Australia, was a long-standing employee and highly respected in the community.

When Sonder launched, she downloaded the app and read some useful wellbeing articles. She also found the notifications useful, especially with bushfire season upon them, and the helpful COVID-19 updates.

One day, she was the victim of a vicious assault at work, and sustained serious physical injuries.

WorkCover supported the costs of the hospital and physio she needed, but she also engaged with Sonder for practical advice for her injuries. She found the medical advice really helpful, and avoided at least one trip to the GP as a result.

However, the injuries which lay deeper soon surfaced. Upon returning to work, she felt disengaged and isolated, and started hating herself and her feelings. Her self confidence plummeted and she withdrew from social engagements at work, and in the community.

During a shift, Mel reached a crisis point, and made the decision to walk up onto the roof and just keep going.

On her way upstairs, she stopped to send some final text messages. A Sonder alert had just been sent about the latest COVID-19 restrictions. She paused, and contemplated the trusted advice and help she'd received over the past few months by Sonder.

Mel tapped on the Sonder app and started typing via in-app chat.



Within seconds, Mel was connected with a Sonder nurse who could see Mel's historical interactions with Sonder and was aware of her assault and injuries. She applied Sonder's holistic wellbeing model with Mel's unique situation in mind. She immediately identified a high risk situation.

The case was immediately escalated to a medical director, who had an extended consultation with her.

Together they were able to identify key issues, prioritise and reframe the last few months.

Mel started to understand how the incident and injuries had impacted on her physically, psychologically, culturally and spiritually.

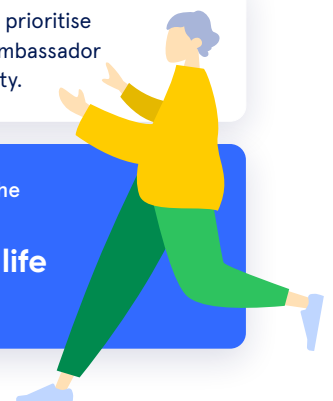
She was able to understand her role within her work team, family and the wider community.

Her interaction helped her to cognitively reframe her experience and reflect on it in a wider and more nuanced way.

Over the following hours, days, weeks, Sonder guided her through the medical system to engage with her GP and obtain the psychological support she needed to turnaround the situation and avert a precious life from being lost.

Mel was able to reframe her work and prioritise her role as a community leader and ambassador for her employer within her community.

When reflecting on that moment in the tea room, she openly admits **"Sonder truly saved my life that day"**



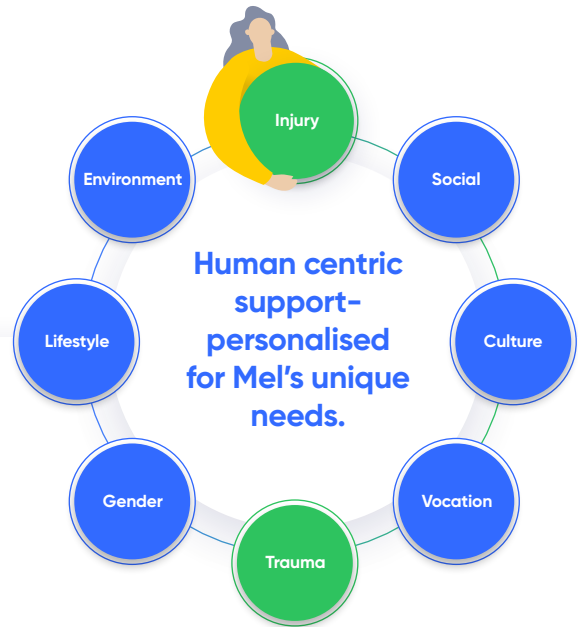
# Providing the right mix of tech and human support for Mel across her unique wellbeing journey.

## Sonder's smart technology includes...

- ✓ **Wellbeing library** – articles and videos instantly accessible for Mel during times where only mild support was needed.
- ✓ **Notifications** – helpful environmental and safety alerts in Mel's local area which often would alert her to incidents in real time.
- ✓ **In app chat** – for instant connect to human help when clinical help was needed.

## ...combined with the human support Mel needed:

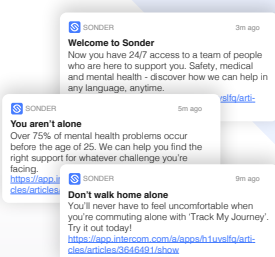
- ✓ **Medical triage** – helped Mel with her physical injuries and avoided unnecessary GP and hospital visits.
- ✓ **Crisis support** – high acuity case quickly recognised by Sonder's holistic wellbeing model. Instant support from medical team to avoid suicide attempt.
- ✓ **Follow up** for Mel over her wellbeing journey. Including psychologist and counselling support, and regular check-ins.



## Sonder's wellbeing ecosystem is designed for early intervention and ongoing support

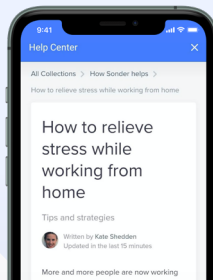
### Proactive messages

In-app push notifications and SMS

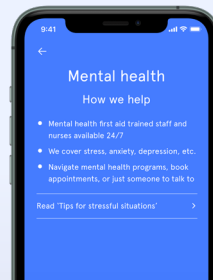


### Wellbeing library

Self-help articles and videos



Chat or call  
Connects immediately to expert humans, 24/7



Human support  
Nurses, doctors, psychologists & emergency trained professionals

