

CASE STUDY

Sonder's Role in Mental Health & Community Care.

Sonder is a well-established not-for-profit organisation that has been delivering comprehensive health and social support services across South Australia for over 30 years. With a mission rooted in community wellbeing, Sonder offers a wide spectrum of services from homelessness case management and psychological therapy to outreach and medical support. As the organisation grew in scale and complexity, so did the challenges of managing client information across multiple disconnected systems.

Sonder's Digital Landscape Prior to Adopting DC2Vue.

For years, staff had to navigate a fragmented digital landscape, relying on more than a dozen separate platforms to access and record client data. This not only created inefficiencies and administrative burdens but also compromised the continuity of care. Clients often had to repeat their stories multiple times to different service providers, and clinicians struggled to maintain a holistic view of everyone's journey. Switching between applications, duplicating data entries, and navigating inconsistent workflows were daily frustrations.

Sonder's Journey to Find the Right Solution to Solve Their Challenges.

Sonder conducted a structured tender process to identify a digital solution capable of meeting its complex service and reporting requirements. Through detailed document submissions and product demonstrations, DC2Vue demonstrated full compliance with all functional and reporting criteria and was subsequently appointed as the preferred supplier.

DC2Vue Implementation Process

The transition was made possible through close collaboration with the Data Capture Experts team, who worked hand-in-hand with Sonder to customise the platform. Regular meetings, iterative testing, and feedback loops ensured that the final solution was not only technically robust but also aligned with the nuanced requirements of each service area.



Watch the full case study



Outcomes & Results Following DC2Vue Implementation

- Clinicians and support staff now operate within one unified digital environment. This means all client data is accessible through a single platform. This has significantly reduced administrative overheads and allowed staff to focus more on their core mission: delivering compassionate, high-quality care.
- Since launching DC2Vue, Sonder has gained 12,600 new patients to reach a total of 71,800. DC2Vue has made it more efficient to provide corresponding care and timely review to clients. The streamlined processes have enabled faster onboarding, more accurate data capture, and improved coordination across teams.
- By eliminating silos and enabling real-time access to information, Sonder has created a more connected and responsive care environment. This has led to better health outcomes for clients and a more empowered workforce.

Feedback from Sonder Staff

“ It actually saves a lot of time. We're no longer switching between apps or worrying about missing tasks. Everything we need is in one place. ”

Alan Chu
Senior Mental Health Clinician

“ The DCE team were incredibly helpful. They worked with us to develop processes and customisations that met the nuanced requirements of our services. ”

Somayya Hanifie
Youth Services Project Officer at Sonder.

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Alan Chu
Senior Mental Health Clinician

Are You Prepared to Revolutionise Your Care Delivery?

Every mental health service has a vision for more seamless, person-centred care. DC2Vue helps make that vision a reality. Whether you're managing clinical complexity, reporting demands, or workforce wellbeing, our specialists can help you design a digital environment that supports both your team and your clients.

Book an appointment to explore how DC2Vue can be tailored to your unique service needs. Together, we can map a clear pathway for your digital transformation and unlock the benefits of truly integrated care.



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