

2025 Financial Year Summary

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AUSTRALIA'S HEALTHCARE CHALLENGES

70% of Australia's **\$240B** is spent on managing and supporting people living with **lifelong conditions**

Chronic Disease Expenditure

- ▶ **\$82 billion** in 2022–23, just under half (48%) of all disease spending in 2022–23.

Aging Population Demand

- ▶ The proportion of older Australians forecasted to reach approximately **20.7% by 2066**.

Chronic Disease Prevalence

- ▶ 15.4 million (61%) were living with at least one of the selected long-term health conditions in 2022.
- ▶ National Framework for Chronic Conditions recognised **digital health** to support the **transition from institutionalised to home-based care**.

The top 5 leading causes of disease burden in 2023 were chronic conditions.

OUR SOLUTIONS

For Providers

MasterCare 

Informed Decision Making

- ◆ Any device, anytime, anywhere
- ◆ Optimised for business workflow
- ◆ Fully featured for clinicians, admin and operations staff

For Consumers

hot  health

Consumer Engagement

- ◆ Patient engagement platform
- ◆ Online appointment bookings, smart forms, payments and telehealth capabilities
- ◆ Mobile patient management

ReferralNet 

Secure Connectivity

- ◆ End-to-end encryption
- ◆ Shared clinical documents
- ◆ Payload agnostic
- ◆ Guaranteed non-repudiation

 Life card

Consumer Empowerment

- ◆ Personal health record application
- ◆ Empowers consumers to manage their own health and share their health records
- ◆ Marketplace for value add-ons

FINANCIAL RESULTS

Global Health continues progress back to profitability

Positive EBITDAR of \$1.335M excluding R&D

Investment highlights

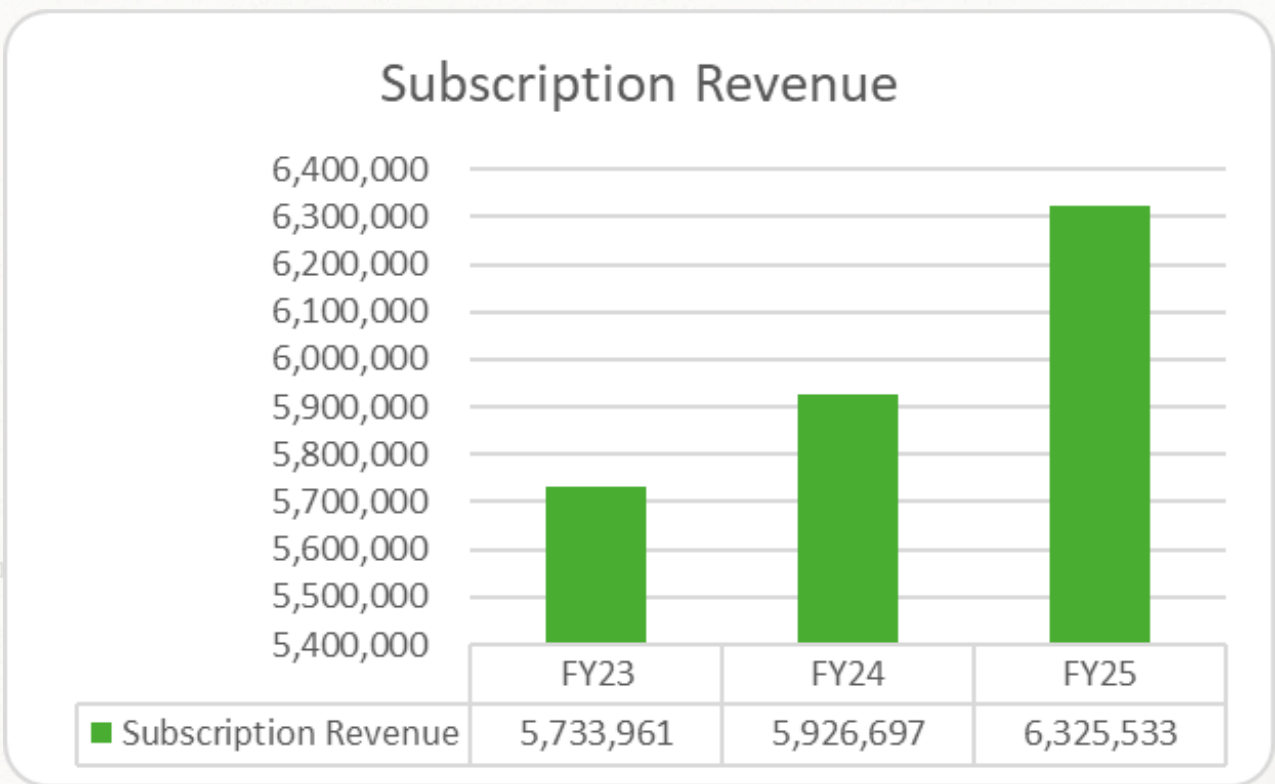
- Subscription Revenue up 6% to \$6.325M
- EBITDAR of \$1,335M representing 18% of Revenue
- Embracing AI to do more with less
- EBITDA after fully expensed R&D improves by 37% from (\$1.211M) to (\$760K)
- R&D expenses reduced by \$590K from \$2.686M (27% of expenses) to \$2.096M (22% of expenses)
- Profit before Tax improves 34% (+\$445K) from (\$1,312K) to (\$867K)

Global Health Limited (ASX:GLH) (“Global Health” or “the Group”) is pleased to announce further progress back to profitability.

Total Income was like the Previous Corresponding Period (PCP), despite the loss of \$750K of revenue from SA Health as they completed their transition to a statewide PAS and EMR. The Company's CHIRON PAS used in country hospitals since 1995 was retired.

Subscription Revenue up 6% to \$6.325M

A total of 30 new-logo clients were signed over FY25. These ranged from large, multiple location service providers implementing multiple SaaS platforms (MasterCare Plus, HotHealth Digital front door and ReferralNet Secure Messaging) through to smaller service providers implementing one or more of our value-add HotHealth and ReferralNet platforms integrated to third party clinical and admin systems.

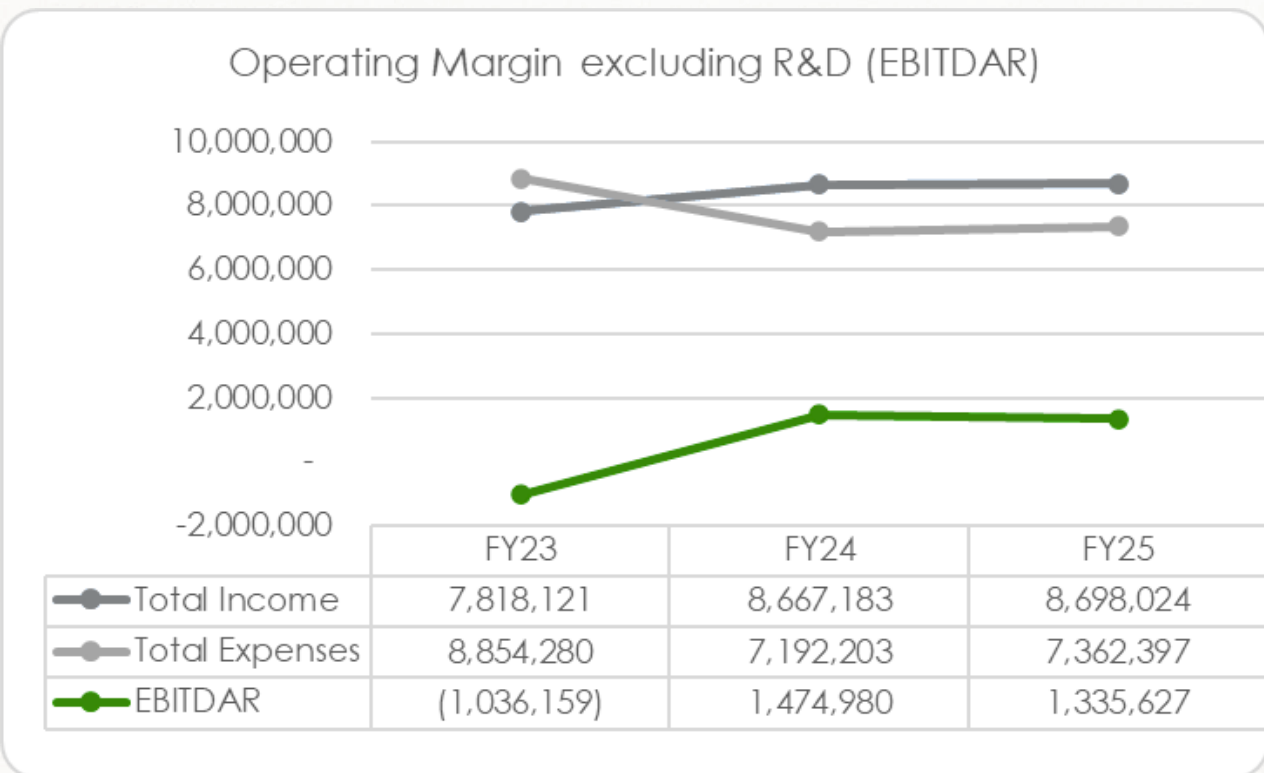


The result was an 6% Year-on-Year increase in recurring subscriptions boosted by a 16% increase in new SaaS revenue from existing and new clients.

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Operating expenses increased slightly in line with market demands as the Company prioritised customer satisfaction.

\$1.335M Operating Margin (EBITDA before R&D expenses)



The net impact was an Earnings Before Interest, Depreciation, Amortisation and R&D (EBITDAR) or Operating Margin of \$1.335M, representing 18% of Revenue.

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Embracing AI to “Do more with less”

In the second half of FY2025, the Company restructured from a product-centric structure to functional groups of development, QA, implementation and support to ensure consistency in workflow processes across all our platforms and encourage the consistent adoption of AI in our everyday internal workflows.

Large Language Models (LLM) are being built and maintained for individual products such as MasterCare, HotHealth, ReferralNet and Lifecard, to support sales, marketing, deployment, support and development.

The internal AI use-cases are broad; from research, drafting documents, and communications, and idea generation, to program coding, test script generation and project management.

Chat GPT, Claude and Cursor AI platforms are used to support development specifications, programming, code review and the generation of user guides, test data and test scripts.

Staff and contractors have a clear directive to embrace, and report, on how they use AI in their work.

With over 70% of support tickets resolved with low-touch, AI avatars are being implemented as first-response for customer support. Where possible, the avatars will resolve low touch tickets without human involvement and only escalate support tickets that require human intervention.

The quality of releases has improved, and with the adoption of AI, support ticket volumes have decreased by over 35% from the PCP despite an increase in the number of customers. Median first response time improved by over 129% with the median time to close improving by 67.7%.

Embracing AI to “Do more with less”

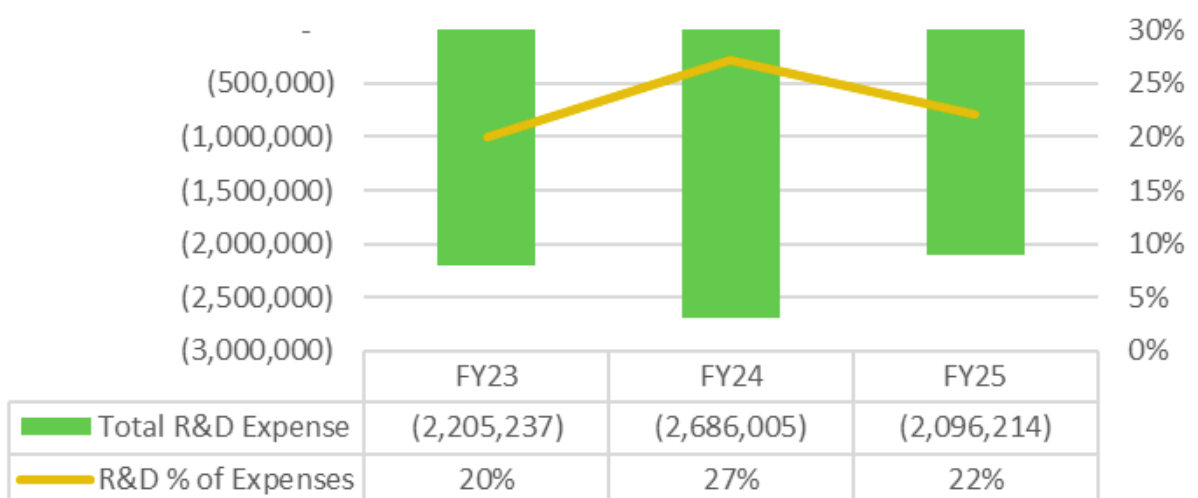
Aside from internal adoption of AI, a series of AI enhancements ranging from AI Scribes in our MasterCare provider platform, through to triage avatars in our HotHealth digital front door and personal health coaching avatars within our Lifecard Personal Health Record.

These internal and platform AI initiatives are scheduled for progressive release through FY2026. We believe that AI applications in healthcare will generate significant productivity gains and enable improved analysis, utilisation of data generated in healthcare and lead to more informed and better decision making in healthcare organisations.

Investment in Research and Product Development reduced by \$590K to \$2.1M

The operating surplus of \$1.335M and a further \$760K was invested to transition the PrimaryClinic and MasterCare EMR “on-premise” applications to the multi-tenancy MasterCare Plus SaaS platform.

Research and New Product Development



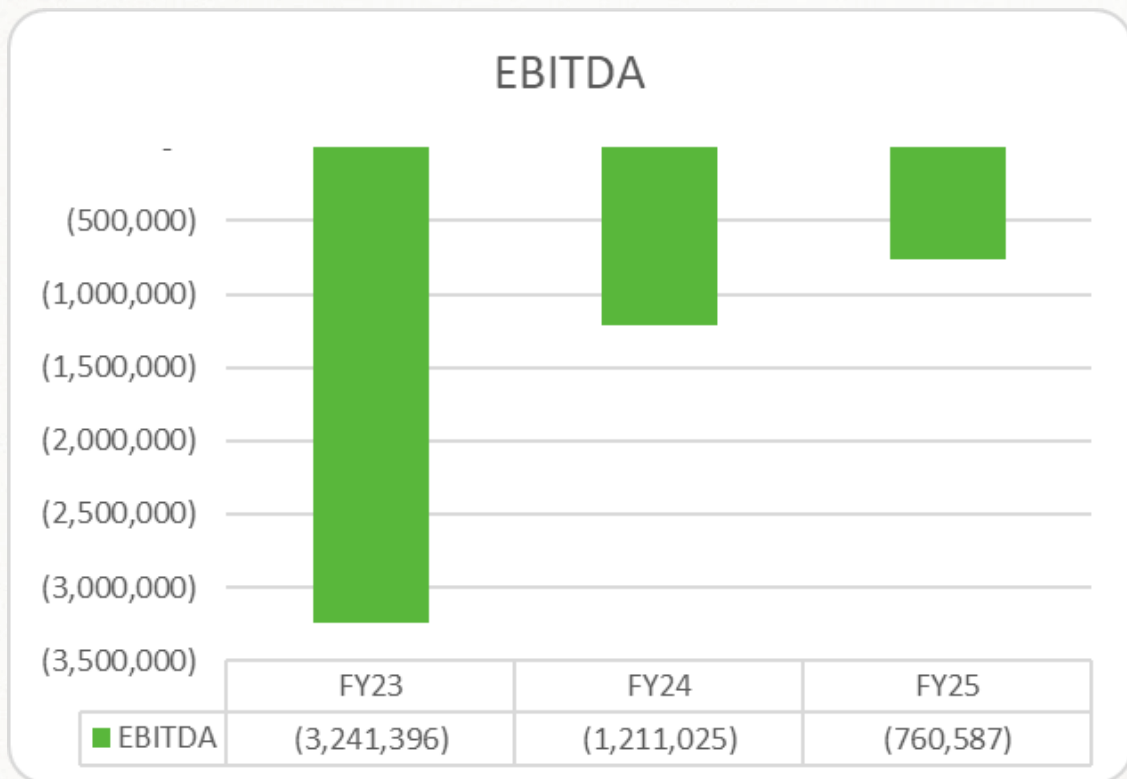
The reduction in R&D as a percentage of expenses is forecast to continue into FY2026 as the Company completes the final transition of MasterCare PAS “on-premise” application to the multi-tenancy, composable SaaS architecture of MasterCare Pus. This is targeted to be completed by June 2026.

In April, the Company confirmed participation as a core partner of the Latrobe University Care Economy Cooperative Research Centre (CR CRC) with funding contributions from the Commonwealth government. The CR CRC (<https://www.careeconomycrc.au/>) comprises some 50 partners cooperating to support the research goals.

The level of investment in R&D by the Company will revert to industry standard ratio of 15% of expenses with a focus on incorporating AI into our platforms to drive improved patient outcomes and service provider productivity. This will include the Company’s Lifecard Personal Health Record which will initially be marketed as a further value-add to the service provider market.

EBITDA after fully expensed R&D improves by \$450K

At an EBITDA level, with Research and Development fully expensed, the trend was similarly positive.



EBITDA for the 12 months to June 2025 was (\$760K) compared to the PCP EBITDA result of (\$1.211M) representing an improvement of over 37% (+\$450K) on the PCP.

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THE PATIENT CENTRED ECOSYSTEM

Global Health (ASX: GLH) develop and market a portfolio of **composable software and SaaS platforms** designed to digitally connect consumers with their clinicians, encouraging a more collaborative healthcare model that automates workflow, delivering improved productivity and profitability for operators and empowers consumers to better manage their health and wellness.

Interoperable solutions for a more connected health ecosystem

Improved operational workflows, improving patient experiences

Personal health record for patient autonomy in managing their care

Web-based solutions to manage health anywhere, on any device

Encrypted clinical correspondence to protect patient data

Co-designed with users and clinicians to enhance accessibility



Our mission is to enhance health outcomes for individuals and improve operational and financial outcomes for healthcare providers with a patient-centric and connected healthcare ecosystem.

FORWARD OUTLOOK

With the completion of the technology upgrade of our provider, consumer and digital front door SaaS platforms, the focus will transition to revenue development.

The Company's Lifecard Personal Health Record (Lifecard PHR) is undergoing a technology update which is expected to be completed in the first quarter of FY2026.

Lifecard PHR is being actively promoted through FY2026 in a variety of segments to encourage consumer empowerment and engagement with their multi-disciplinary care teams and families. The addition of a B2B2C market segment and empowerment of consumers to pro-actively manage their health has the potential to significantly empower consumers and adds a healthcare consumer element to the Company's business.

The Company is engaging with partner sales channels locally and overseas to develop indirect sales channels.

Domestically, the Company has a partner agreement with Best Practice (BP), the Australia market leader in GP systems with an estimated 70% of the market share, integrating the HotHealth digital front door and ReferralNet Secure Message Delivery platforms as value-add to BP customers.

The Company is also in early discussions with potential channel partners in overseas markets.

Domestically, Healthcare operators are reviewing their operations and consider digitalisation of their paper records as a key enabler for incorporating AI to improve service provider productivity and patient outcomes.

We remain clearly committed on the way forward:

- Completing the transition of our MasterCare EMR, MasterCare PAS and Primary Clinic “on-premises” applications and customers from the existing client/server architecture to multi-tenancy composable SaaS architecture hosted securely in the cloud.
- Incremental sales and deployments of our extensive value-add portfolio (as described above), to existing and new customers as well as developing indirect sales channels locally and internationally.
- Encouraging the implementation of digital solutions to replace paper, enabling the application of AI for improved patient outcomes and service provider productivity.
- Enabling and empowering healthcare consumers to pro-actively manage their condition in collaboration with their wider team of care-providers.

The continued increase in healthcare costs, increased population longevity, increased incidence of non-communicable diseases and the development of new pharmaceuticals, new devices and other technology innovations challenges all governments and funders of healthcare in Australia and indeed, globally.

This is a universal challenge with no jurisdiction immune from these escalating costs.

The Company’s vision to streamline the patient journey and better engage consumers with their multi-specialty care team has been our mantra for over a decade.

There are very few companies that have the breadth of technology that our Company has. Our decision to accelerate the implementation of our Streamlined Patient-centric vision will positively transform shareholder value.

Global Health Managing Director, Mathew Cherian said:

"We are pleased with the turnaround achieved over the last 24 months delivered through an exceptional team of people that share a genuine desire to deliver innovation, value and quality for the healthcare industry"

We look forward to an exciting 5 years enabling a shift to a fully integrated portfolio of multi-tenanted, cloud-based solutions that will deliver better outcomes for consumers, improved efficiencies for healthcare operators and optimised decision making for clinicians in a global market.

This announcement was approved by the Board.

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OUR BOARD



Grant Smith

Chairman

A seasoned healthcare executive with over 40 years of experience in the private hospital and general private health sector. Grant has been instrumental in the establishment and operation of numerous hospitals across Australia, including the first digital private surgical hospital.

He is currently involved in the development of several new hospitals; he is also involved in utilising digital technology to generate productivity for the healthcare sector.



Mathew Cherian

Managing Director

Mathew has been in the information technology industry since 1981. In 1985, he established Working Systems Pty Ltd in Perth, Western Australia. He was appointed CEO of Working Systems Solutions Limited in January 2002 to refocus the Group as a software product developer for the healthcare sector.

The initial phase culminated with the rebranding of the Company as Global Health Limited in December 2007. Mathew plays an active role in product strategy and the development of overseas markets for the Company.



Steve Pynt

Non-Executive Director

Steven is a Director of the Perth legal firm, MP Commercial Lawyers, and his main area of practice is in commercial law including corporations' law, franchising, and contracts.

Steven was previously a Director of the Perth legal firm McDonald Pynt which he established in 2003.

He was formerly a member of the Racing Penalties Appeals Tribunal and Chairman of the Commercial Tribunal of WA, and taught Ethics and Professional Responsibility to Articled Law Clerks from 1994-2005.

Steven has previously been a non-executive Chairman or Director of a number of other listed public companies and is currently a non-executive Director of Muzz Buzz Franchising Pty Ltd, Australia's largest specialty drive-through coffee business

Contact us

**For further information, please contact:
Global Health Limited (ASX:GLH)**

Mathew Cherian
Managing Director
M: +61 0409 099 788
E: Mathew.cherian@global-health.com

Melbourne Head Office
Level 2, 696 Bourke Street,
Melbourne, VIC 3000 Australia
E: investor.relations@global-health.com
P: +61 3 9675 0600



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