

Annual General Meeting

Date: 25th November 2025

Presenter: Mathew Cherian, Group Managing Director

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The problem of escalating healthcare costs

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.



Chronic Disease Prevalence

- ▶ **15.4 million (61%)** were **living** with at least one of the selected **long-term health conditions** in 2022.



Aging population increases demand

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



Healthcare sector barriers

Public and private systems under pressure

Financial strain

Energy costs rising

Labour cost increase

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Evolving Landscape transitions from institutional to home care

National Framework for Chronic Conditions identifies that **digital health** enables **transition to home-based care**.

Community providers

Local healthcare providers are expanding rapidly, delivering primary care, specialist services and chronic disease management in neighbourhood settings that reduce hospital dependency.

Mental health services

Mental health services are experiencing expansion as awareness grows and stigma reduces, with demand for accessible, technology-enabled support reaching new heights.



Employee health and Wellness

Businesses are investing in comprehensive employee healthcare programs, from pre-employment screening to ongoing wellness support, creating demand for integrated health management platforms.

Alcohol and Other Drugs (AOD)

Drug and alcohol treatment services are scaling rapidly to meet growing demand, supported by government funding and recognition of addiction as a critical health priority requiring specialised care.

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Our portfolio for the emerging healthcare landscape

Servicing various healthcare sectors



Multi-tenanted Patient-centred SaaS platforms – any device, anytime, anywhere

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MasterCare+ - Our platform for healthcare providers

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MasterCare 



Modular healthcare platform

Designed with a composable architecture, MasterCare+ represents our flagship SaaS platform for healthcare providers. The independent modular components allow bundles configured to suit the variety of healthcare delivery segments ranging from acute inpatient facilities to hospitals in the home.

Key features:

- Support for multi-disciplinary teams of medical and allied health providers with shared medical records.
- Scalable solutions that reflect organisation structure, workflow and individual roles
- Reduced implementation costs and timeframes
- Built-in secure messaging, integrated to Lifecard Personal Health Record and HotHealth Digital Front Door
- Flexible deployment options for diverse organisations and roles

Lifecard - Our platform for empowering consumers



Lifecard Personal Health Record (PHR)

Lifecard is a personal repository of medical records from the variety of encounters with healthcare professionals, augmented with remote monitoring and wearable metrics. The PHR includes prescribed care plans and tasks, medication and appointment reminders and other documents from their team of care providers.

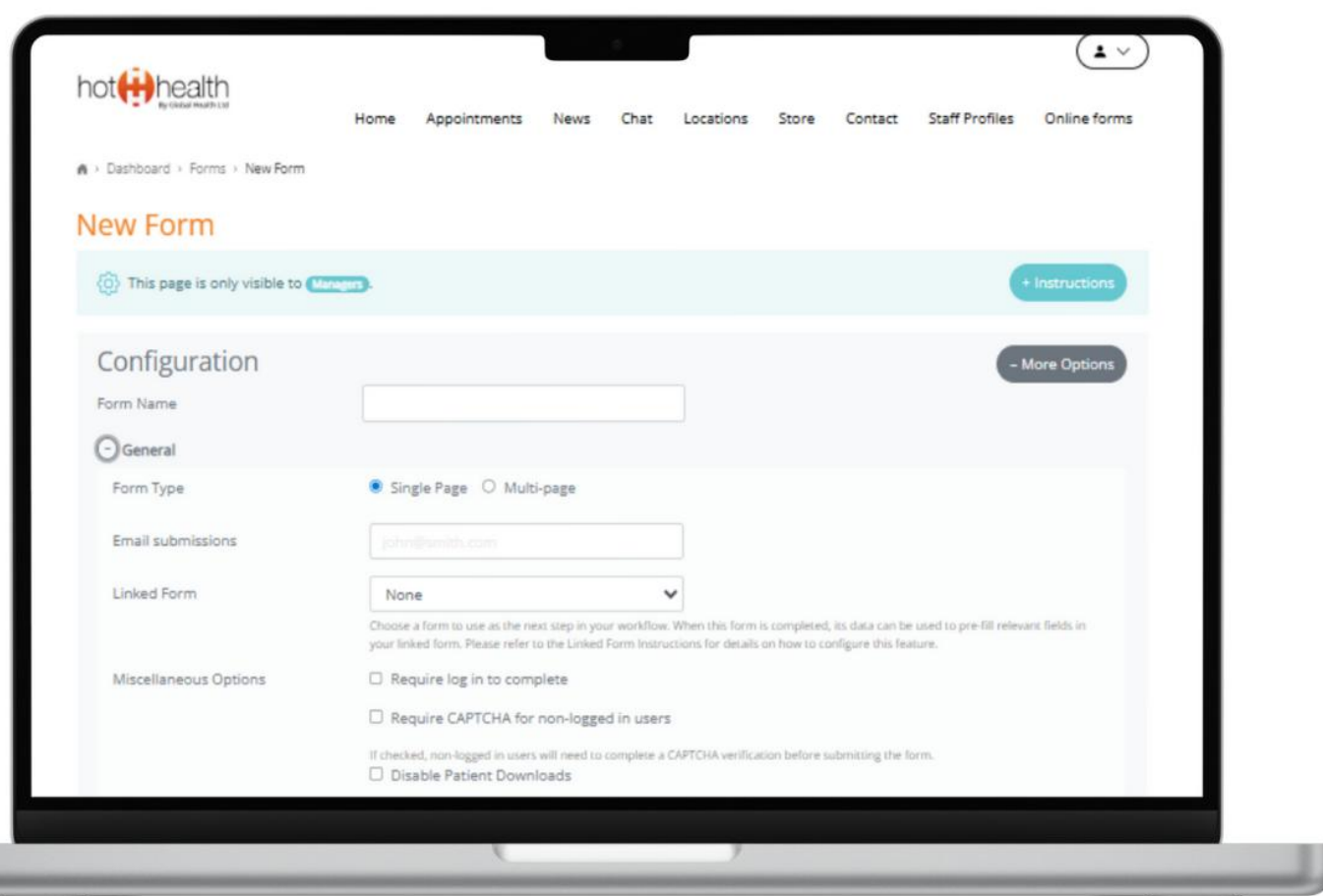
Key features

- Secure 2-way sharing between healthcare providers, carers and consumer providing more complete decision support information.
- Available anywhere, anytime, any device (Apple, Android, web)
- Consumers manage how much data to share, for how long and with whom.
- AI to monitor measurements, coach and escalate as required
- Built-in secure messaging, integrated to MasterCare+ Case Management platform and HotHealth Digital Front Door

Lifecard empowers patients to improve their health outcomes through active collaboration with their team of clinicians and carers

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HotHealth – our platform for digital engagement



Seamless digital access

HotHealth serves as the digital front door to healthcare services, streamlining patient engagement from initial contact through to ongoing care management.

Key features

- 24/7 appointment scheduling and management
- Drag and drop smart form builder for data collection
- Virtual triage and symptom assessment
- Telehealth consultation capabilities
- Online shop with Integrated payment systems
- Automated patient communications and reminders
- Built-in secure messaging, integrated to Lifecard Personal Health Record and HotHealth Digital Front Door

Reducing administrative paper handling,
increasing provider productivity,
improving patient outcomes with timely access to care.

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Our SaaS platforms are now in-market

MasterCare

- ✓ **67 New Subscriptions** over the last 12 months with average monthly growth of 5.6 tenants per month. Backlog of 12 tenants awaiting go-live in the second half of FY26
- ✓ **Exceptional Document Growth** with 1.89M clinical documents processed representing 34% year-on-year growth
- ✓ **Strong User Adoption** with active user base growing 53% to 1102 users across healthcare organisations with deep organisational penetration and sustained engagement
- ✓ **High Platform Utilisation** with average of 1392 documents per user
- ✓ **MRR up 121% on PCP** (Jul-Oct 2025 vs Jul-Oct 2024)

hot health

- ✓ **Exceptional User Growth:** Active users increased 39.5% (9,171 users) from 23K to 32K
- ✓ **Explosive Org Growth:** Organizations grew 293% from 15 to 59, with major expansion in Q1 2025
- ✓ **Forms Engagement Doubled:** Form submissions increased 122% from 8.3K to 18.4K
- ✓ **MRR up 38% on PCP** (Jul-Oct 2025 vs Jul-Oct 2024)

Life card

- ✓ **Updated UI/UX** in QA (Apple, Android, Web) with soft launch in 2025
- ✓ **Developing / licensing Content** with credentialed partners
- ✓ **Healthy interest** from existing MasterCare clients to extend engagement to their clients & patients (consumers)
- ✓ **New Lifecard Revenue** stream targeted to commence from the June quarter.

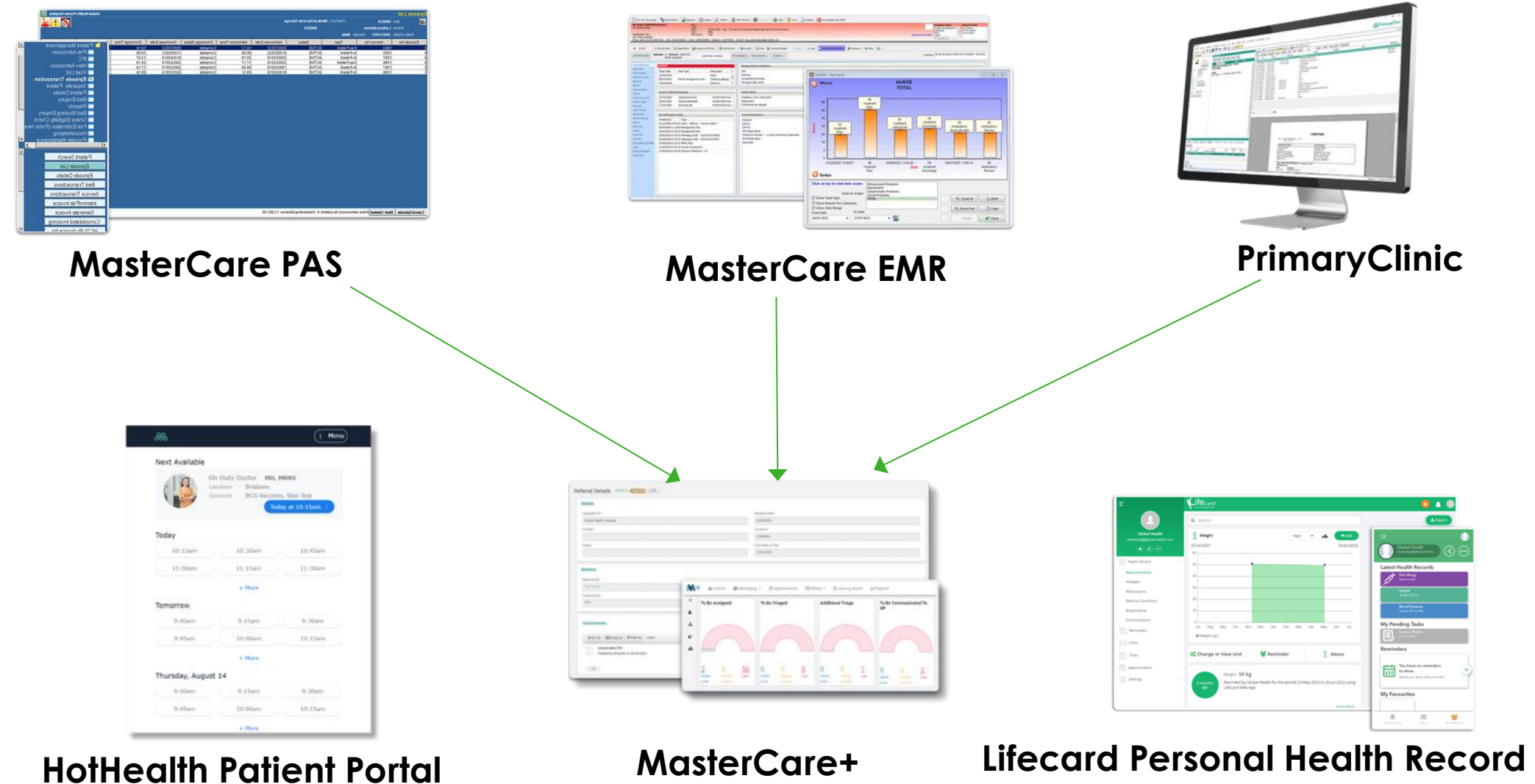
Metrics above compare 12 months to October 2025

Scaling a Patient-centred, connected ecosystem

Transition of three desktop (on-premises) provider applications to MasterCare+ near completion but now in-market
 Technology upgrade, integration and UX improvements in HotHealth Digital front door completed and in-market
 Technology upgrade, modernized UI/UX for Lifecard PHR In final QA for Beta-release in Mar Qtr.

Forward Plans

- ✓ Investment in Research and Product Development reducing to \$1.8M in FY26 (\$2.1M in FY25) with a focus on completing MasterCare PAS transition to M+
- ✓ Acquire and promote integration partnerships with 3rd Party AI vendors
- ✓ On-going implementation of AI projects for internal departments
- ✓ Develop and promote AI initiatives in our SaaS platforms
- ✓ Launch of new sales partners
- ✓ Launch of online sales channel (online shop)



Multi-tenanted SaaS platforms – any device, anytime, anywhere

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Thank you

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