

## Landmark contract & partnership with mecwacare to deploy InteliCare across 22 aged care facilities

### Highlights

- Five-year Master Subscription Agreement (MSA) signed with leading aged care provider MECWA Limited (mecwacare)
- Total Contract Value (TCV) of ~\$8.8 million on full deployment occurring. InteliCare's largest deployment to date
- mecwacare is a leading Victorian not-for-profit aged care provider operating 22 Residential Aged Care facilities, 6 Retirement Villages, as well as delivering at-home care services to more than 17,000 clients across metropolitan and regional Victoria
- mecwacare is undertaking a strategic digital transformation to establish market-leading, digitally enabled models of care designed to improve resident outcomes, enhance workforce efficiency and ensure long-term sustainability in a rapidly evolving aged care environment
- Deployment of InteliCare's analytics, IoT and integrated nurse call platform will take place across mecwacare's 22 residential aged care (RAC) facilities, servicing ~1,600 residents
- Deployment of the InteliCare solution will be staged over the 5-year term of the agreement
- MSA executed due to outstanding success of the pilot program at mecwacare's Trescowthick Centre, where ratings of "meets or exceeds expectations" were achieved across all 11 success criteria
- Strategic partnership framework established to support innovation, data insights and future at-home care models

InteliCare Holdings Ltd ("ICR" or the "Company") (ASX: ICR), an Australian technology company commercialising its proprietary AI driven InteliCare platform (InteliCare) in the aged care sector, is pleased to announce it has entered into a five-year Master Subscription Agreement (MSA) with leading Victorian residential aged care (RAC) provider MECWA Limited (mecwacare), for the deployment of InteliCare's integrated analytics, alerts, sensor and nurse call solution across mecwacare's 22 RAC facilities.

The agreement represents the largest contract in InteliCare's history, with a projected total contract value of approximately \$8.8 million.

mecwacare is a leading not-for-profit aged care provider operating across Victoria, delivering RAC, home care and retirement living services. It operates 22 RAC facilities supporting approximately 1,600 residents and delivers at-home care services to more than 17,000 clients across metropolitan and regional Victoria. Recognised for its strong governance and high clinical standards, mecwacare is actively progressing a strategic shift toward establishing market-leading, digitally enabled models of care designed to improve resident outcomes, enhance workforce efficiency and ensure long-term sustainability in a rapidly evolving aged care environment.

The MSA comes following outstanding results in a pilot program at the Trescowthick Centre (see ASX announcement 29 April 2025), one of mecwacare's leading RAC facilities.

Under the MSA, and subject to the parties entering into an order form for each facility, deployment of InteliCare's solution will be staged over the term of the contract.

**Tim Chapman, Executive Director of InteliCare** said: "This agreement represents a defining milestone for InteliCare. Securing a five-year agreement with mecwacare validates the scalability of our platform and confirms that data-driven, real-time intelligence is becoming foundational to the future of aged care. This agreement positions InteliCare as a strategic technology partner for sector wide transformation and we look forward to announcing further partnerships in due course.

"The Trescowthick Centre pilot demonstrated outstanding improvements in resident safety, clinical oversight and operational efficiency. Within the pilot, the InteliCare platform was successfully integrated into Trescowthick's clinical management system, as well as its nurse call system, demonstrating its interoperability. InteliCare's ability to connect with critical third-party systems and operate as the backbone of the Trescowthick's digital ecosystem, allowed consolidation of key operational data streams which enhanced visibility, supported compliance, and ultimately, delivered positive care outcomes for residents."

**Anne McCormack, CEO of mecwacare** said: "The aged care industry is facing significant structural challenges which include increasing cost pressures, workforce shortages and increasing complexity of resident needs. As part of mecwacare's focus on great client outcomes and our evidence-based model of care, we are investing in a digital transformation of which this partnership with InteliCare forms an important component, enabling our teams to deliver a safer, more responsive and more sustainable resident experience and model of care.

The evaluation at Trescowthick demonstrated that InteliCare's platform enhances clinical visibility, improves operational efficiency and most importantly supported better resident care and social outcomes. We view InteliCare as a long-term strategic partner in shaping how we will deliver aged care into the future."

#### ***Trescowthick Centre pilot program success***

InteliCare's solution was deployed across the entire Trescowthick Centre facility, which supports 60 residents. The pilot ran from July-November 2025, with its results providing the pathway for commercial discussions to be undertaken to deploy the solution across the entirety of mecwacare's RAC facilities.

The pilot at Trescowthick validated InteliCare's clinical and operational impact, where InteliCare's solution was assessed against 11 jointly defined success criteria covering reliability, care outcomes and operational performance. At conclusion, all criteria achieved ratings of "meets" or "exceeds expectations".

Key outcomes included:

1. 100% fall detection accuracy – Independent comparison of fall records confirmed 100% alignment between InteliCare data and other records, with no missed or false falls during the evaluation period. "Suspected fall" alerts enabled early interventions and fall prevention.
2. Reduced overnight welfare checks – Real-time vitals and bed occupancy monitoring reduced residents requiring 3-hourly overnight checks from 55 to 4 — improving resident rest while allowing staff to focus on higher acuity needs.
3. Integrated nurse call and event consolidation – Integration with mecwacare's existing nurse call system consolidated falls, vitals, bed exit, staff duress and nurse call events into a single intelligent dashboard, improving visibility and response efficiency.
4. Automated compliance and reporting – Manual falls reporting processes were replaced with automated real-time reporting, delivering measurable time savings and improved governance visibility.
5. Real-time location services – Live equipment, staff and resident location tracking delivered operational efficiencies and reduced time spent locating equipment.

Active collaboration with mecwacare staff throughout the pilot directly informed the design, development and real-world testing of a range of new InteliCare capabilities tailored specifically to the RAC facility environment. Ongoing insights and feedback from clinical, care and operational teams ensured these enhancements were validated in practice, firmly aligning the platform with the practical and regulatory demands of residential care settings.

mecwacare's clear preference for a single, unified platform was a key driver in the development of InteliCare's proprietary nurse call solution, enabling critical alerting and workflow functionality to be delivered within the same integrated environment and providing operators with the flexibility to consolidate or transition from existing systems in line with their operational and capital planning requirements.

### **Strategic Partnership**

Importantly, the MSA establishes a broader strategic partnership between InteliCare and mecwacare. Both parties have committed to collaborate on further innovation and development initiatives, additional data-driven care insights and analytics, continual knowledge exchange and thought leadership, and an intention to evaluate at-home care and emerging service models.

This partnership supports mecwacare's strategic digital transformation agenda as the aged care sector faces increasing pressure from rising cost of care delivery, workforce shortages and caregiver constraints, increased regulatory and reporting requirements, and higher resident acuity and complexity.

Technology-enabled models of care that improve visibility, efficiency and proactive intervention are increasingly central to sustainable aged care delivery.

### **About the Agreement**

The agreement is governed by a five-year Master Subscription Agreement (MSA) commencing on execution and continuing until the later of the fifth anniversary or expiry of the final active subscription period.

Key terms include:

- Portfolio deployment: Rollout across 22 residential aged care facilities under a structured FY26–FY28 deployment schedule, subject to the parties entering into a separate order form for each facility
- Multi-component revenue model: Hardware supply, implementation services and recurring SaaS subscription fees, with professional services as required
- Milestone-based payments: Hardware and implementation fees tied to defined deployment milestones
- Service and support framework: Ongoing support and maintenance subject to agreed service levels
- Standard termination and compliance provisions: Including termination for material breach and defined service level targets, and privacy and data protection obligations
- The MSA also establishes a strategic collaboration framework to support innovation initiatives and future care model development
- 

**ENDS**

THIS ANNOUNCEMENT IS DESIGNED TO LIFT THE TRADING HALT

**This announcement is approved for release by the Board of InteliCare Holdings Limited.**

**For more information regarding InteliCare, visit [www.intelicare.com.au](http://www.intelicare.com.au).**

**Contact and Authorised for Release to the ASX**

Tim Chapman, Executive Director, InteliCare Holdings Ltd, +61 419 897 062 [investors@intelicare.com.au](mailto:investors@intelicare.com.au)

Media – Matt Wright, NWR Communications, +61 451 896 420 [matt@nwrcommunications.com.au](mailto:matt@nwrcommunications.com.au)

## About the InteliCare Solution

InteliCare is a multilayered smart care solution which provides a flexible platform that delivers multiple benefits to Residential Aged Care (RAC) providers and improved care outcomes for residents. InteliCare's modular, layered approach to smarter care allows the system to be tailored to the needs of each resident, facility and organisation. Through a single interface, advanced analytics provide care teams with valuable insights into resident wellbeing, health and risk factors. The flexible nature of the platform allows for access to contextual data from any device / sensor (including duress) providing the opportunity for InteliCare to also replace parts of traditional nurse call system functionality.



*Figure 1: InteliCare Technology Stack*

## About InteliCare Holdings Limited

InteliCare is an Australian technology company that has commercialised a predictive analytics hardware and software system for use in the aged care and health industries. InteliCare believes Australians deserve to age with dignity and through its business-to-business (B2B) and business-to-consumer (B2C) solutions built on its proprietary internet of things (IOT) platform utilising smart sensors and artificial intelligence (AI), InteliCare aims to enable people to stay in their own homes for longer while empowering healthcare providers to deliver higher quality, more efficient services.

## About mecwacare

mecwacare is a leading not-for-profit organisation delivering aged care and disability services across Victoria. For more than 65 years, mecwacare has provided compassionate, respectful, and high-quality care to older Australians and people living with a disability. The organisation operates 22 aged care facilities, six retirement villages, three affordable housing locations, as well as a network of community and disability service centres and op shops.