



INVESTOR PRESENTATION

FY21 RESULTS &
BUSINESS UPDATE
6 October 2021



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FY21 – At a Glance

- ✓ Customer revenues have materially increased in FY21- \$7.03M, **up 18%/\$1.06M** on FY20 (\$5.97M)
- ✓ Recurring revenue base of the business increased **13%** from prior year **up \$545k**
- ✓ Professional services administered for onboarding new and recurring clients **increased 70%** from prior **year up \$676k**
- ✓ Total Company revenue and income for FY21 closed \$1.22M up on prior year at **\$7.48M**, a **20% increase** on FY20 (\$6.26m)
- ✓ Global Health posted an EBITDA of \$1.06M*, **\$566K favourable** from prior year (FY20 \$489K)
- ✓ Operating expenses \$6.42M, increased **\$654K** from prior year, a **11% increase**
- ✓ One-off impairment charge of \$998,546 was applied against all capitalised products other than the flagship **MasterCare** platform due to write downs resulting from reduced sales outputs in FY21 and forecasted future sales impacts, which has materially impacted FY21 EBIT and NPAT results

**adjusted for one off impairment impact and inclusive of Jobkeeper \$443k payment*

FY21 – Revenue Detail

Revenue and Income	FY20	FY21	Var	Var %
Subscription Revenue	3,612,263	4,021,255	408,992	11%
Expansion Revenue	567,145	703,069	135,924	24%
Total Recurring Revenue	4,179,408	4,724,324	544,916	13%
Professional Services	965,317	1,641,029	675,712	70%
Other Product Revenue	824,652	664,062	- 160,590	-19%
Other Customer Revenue	1,789,969	2,305,091	515,122	29%
Total Customer Revenue	5,969,377	7,029,415	1,060,038	18%
Other Income	280,000	443,000	163,000	58%
Finance Income	6,291	3,183	- 3,108	-49%
Total Revenue and Income	6,255,668	7,475,598	1,219,930	20%

- ✓ Recurring revenues continue to grow year on year, with the FY21 recurring group revenue growing by an additional **13%/\$545K**. The Company's **MasterCare** EMR product has been a key driver of growth
- ✓ Professional services increased by **70%/676K** due to additional projects revenue, and the on-boarding of large clients

Sector Trends



- ✓ Better at home Government initiative that aligns well with our capability
- ✓ Activity based charging is emerging
- ✓ A shift from PAS to EMR adoption within the hospital sector
- ✓ Likely **Community Health** organization consolidation in Victoria over the coming 24 months



- ✓ Federally led interoperability drive for secure messaging services underway. This positions our **ReferralNet** solution well for growth
- ✓ Demand for modular digital solutions across a range of health sector entities



- ✓ Emerging adoption of **Digital Front Door** solutions across a range of health organisations
- ✓ Increased demand for integrated forms
- ✓ Significant cross sell potential for Hot Health



- ✓ Increased demand for patient centred engagement and communications
- ✓ Better at Home initiative and the general shift to dispersed care is causing demand for patient centred solutions

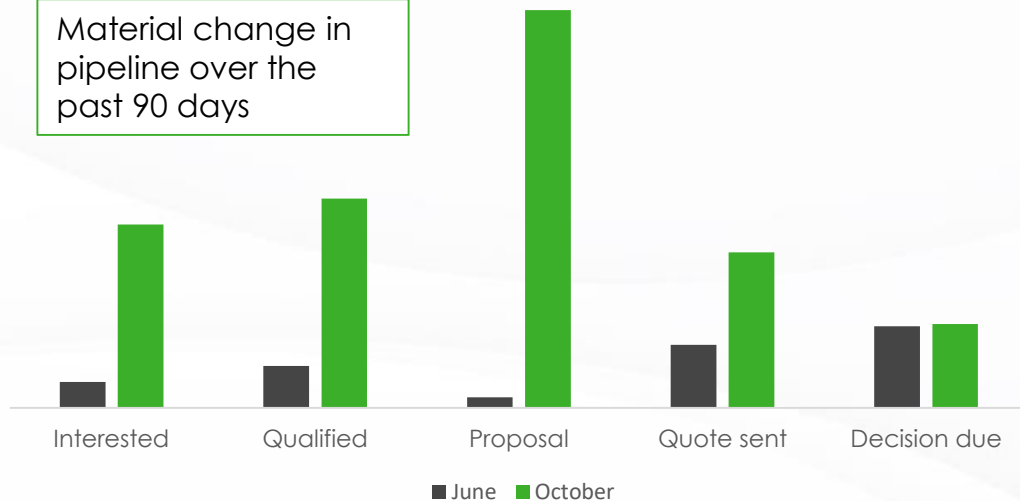
What We Said We Would Do? (Sales)

Establishing new business to focus solely on sales and cross sell capability

- ✓ 2 sales staff hired
- ✓ 2 staff diverted to sales activity
- ✓ Retained an external firm for sales in NSW and QLD
- ✓ Account management established to elevate cross sell activity

PIPELINE CHANGE

Material change in pipeline over the past 90 days



Delivering Solutions

Both delivered successfully on **1st October**



Signing new deals

Two significant mental health deployments sold **this Quarter**



What We Said We Would Do? (Marketing)

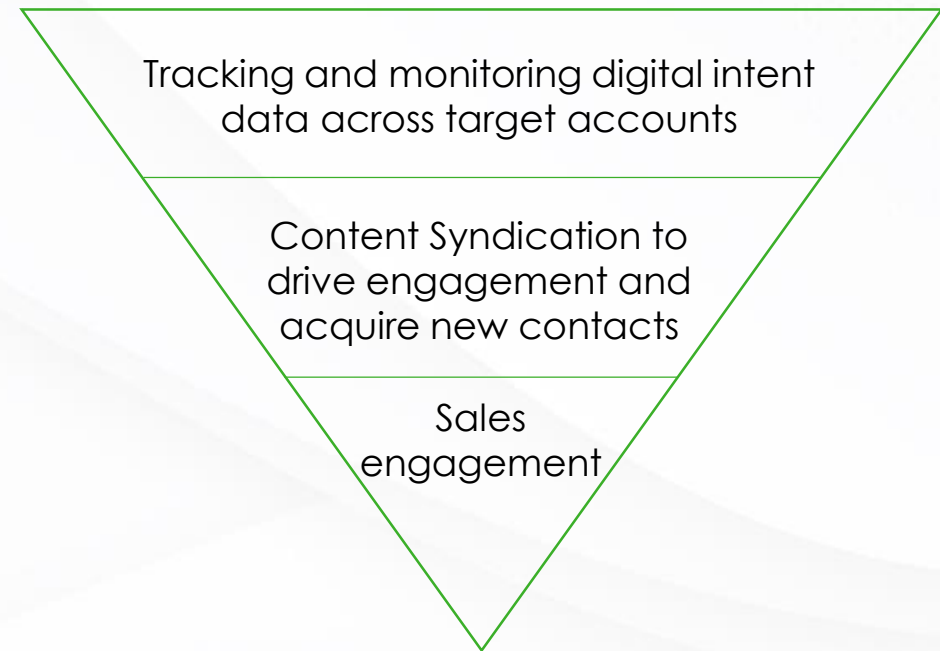
Increased campaign activity and lead generation

- ✓ Marketing manager hired
- ✓ EMR content syndication developed and launched
- ✓ Increase investment into Google presence for all brands

Cross Sell Opportunities

Product	Current penetration	Targeted Penetration
Hosting	38%	60%
Referralnet	12%	40%
DaaS	4.5%	40%
Hot Health	3%	20%
M+ Connect	0%	20%
Lifecard	1.4%	5%

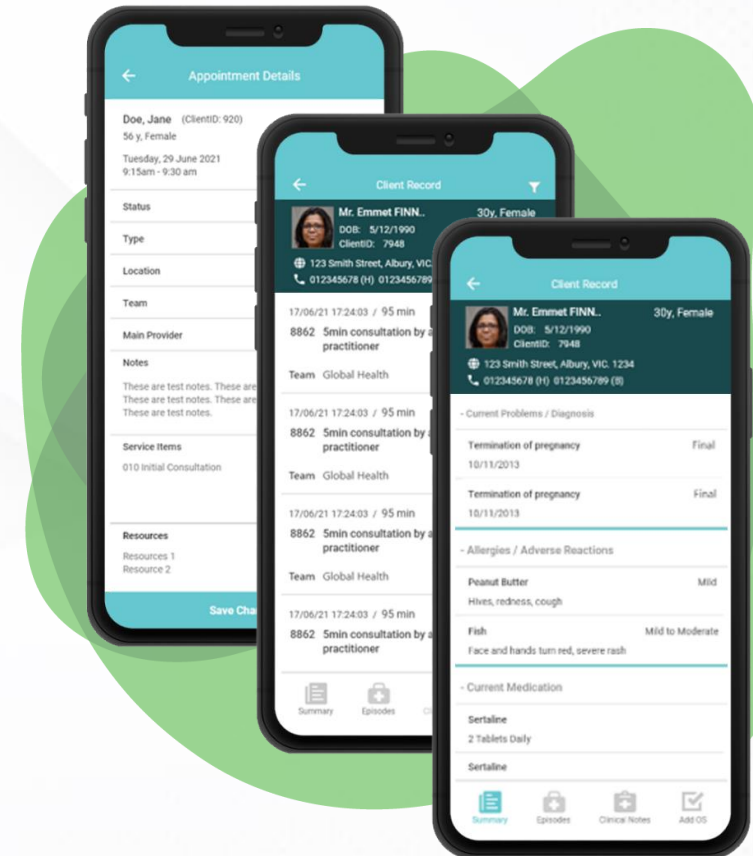
Increased EMR and PAS Investment



What We Said We Would Do? (Product)

Enhanced our development capability and progressed new product initiatives

- ✓ On track to deliver **M+ Connect** in October – a mobility application for in home care. Three customers will be deployed in November for initial product trials
- ✓ On track to deliver **PRODA** upgrades to our full product suite in line with the mandatory Medicare changes due in March
- ✓ Delivered prescribing enhancements to our **Primary Clinic** product
- ✓ Achieved ISO27001 certification – establishing significant credibility for the pursuit of larger health provider solutions
- ✓ Progressing interoperability of our product set to lift cross selling opportunities. **Hot Health**, our digital front door solution being the priority



What We Said We Would Do? (Opportunities)

In-Organic Opportunities

- ✓ Multiple indirect sales channel discussions in progress, initially targeting the underserved and larger ASEAN consumer markets of Malaysia, Indonesia, Vietnam and Philippines. Reseller engagements are initially focussed on the Company's **HotHealth** and **Lifecard** consumer platforms
- ✓ In the early stages of reviewing a range of merger and acquisition opportunities within Australia. In this process, we are seeking close adjacencies and synergies to our existing business and our go to market strategy.



Moving Forward for Growth

- Global Health enters the current year with a strong balance sheet following the successful capital raising of **\$7.8M**
- Significant investment in key people has taken place across marketing, sales and customer success to ensure we can leverage the considerable impetus for change within the sector
- Whilst the COVID-19 impacts have delayed revenue activation for key projects in FY21, these delayed revenues will occur in FY22 and serve as a foundation for material expansion of our **MasterCare** deployment to meet the growing demand for **Community Health** and **Mental Health** services in Australia
- Global Health's current and in train capabilities for in home care position the company well to capitalise on this rapidly emerging demand in the health care sector
- Global Health will continue to execute on our strategy to accelerate growth, focused on increasing share in our three core markets - **Community Health Services, Hospitals and Mental Health**. A focus on product expansion within existing customers and the acquisition of new customers, in combination, is designed to target an average revenue growth rate of 25% p.a. over the next three years
- Investigation of overseas and adjacent market growth will be a focus for the 2nd half of the financial year. These new market initiatives are expected to be driven by our consumer engagement applications specifically, our **HotHealth** digital front door platform and our **Lifecard Patient** empowerment platform.

Moving Forward for Growth

First Half One

1. **Sales and Marketing drive to lift opportunity development**
 - a) Establish core sales functions
 - b) Commence campaigns for **EMR, PAS, Hot Health** and **PrimaryClinic**
2. **Brand Review**
 - a) Simplify go to market messaging and value proposition
 - b) Emphasise SaaS modular solutions
 - c) Align capability with sector trends for patient engagement and in home care

Second Half

1. SaaS upgrade strategy and review
2. Explore M&A opportunities and develop Reseller partnerships

Our Experienced Board of Directors



MATHEW CHERIAN
Executive Director

- ✓ Experienced leader who has been working in the tech industry since 1981
- ✓ CEO and Managing Director of Global Health from 2002 to 2021
- ✓ Transitioned the company (then Working Systems Pty Ltd) into Global Health, operating in the healthcare sector
- ✓ Mathew plays an active role in product strategy and the development of overseas markets.



STEVEN PYNT
Independent Chairman

- ✓ Former Director of the Perth legal firm McDonald Pynt which he established in 2003.
- ✓ Main area of practice in commercial law including corporations' law, revenue law and contracts.
- ✓ Current non-Executive Chairman of two other listed public companies, Non-Executive Director of another, and Chief Executive Officer of Muzz Buzz Franchising Pty Ltd.



KAREN CORRY
Independent Non-Executive Director

- ✓ Experienced board director, business leader and former partner at KMPG consulting
- ✓ Established Delta Management Consulting during the health sector's transition toward digital technology
- ✓ Current non-executive director at Peninsula Health, Holmesglen Institute, ACMI (Australian Centre for the Moving Image) and Chair of the Australian Community Support Organisation (ACSO).



ROBERT KNOWLES AO
Independent Non-Executive Director

- ✓ Former Victorian Minister of Health, Housing and Aged Care.
- ✓ Leadership roles include Chair of Melbourne's Royal Children's Hospital, Chair of the Victorian Health Innovation and Reform Council, a director of the Silver Chain Group of Companies, IPG Pty Ltd, Beyond Blue and Drinkwise Australia.
- ✓ Former Commissioner with the National Mental Health Commission, National Health and Hospital Reform Commission.



GRANT SMITH
Independent Non-Executive Director

- ✓ Experience in the private hospital and general private health sector.
- ✓ Established the first healthcare investment fund in Australia and floated Hospitals of Australia, which owned and operated a number of hospitals.
- ✓ Currently involved in the development of a number of new hospitals and is also involved in utilising digital technology to generate productivity for the healthcare sector.

For Further Information

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