



embracing
ADHD
'Procrastinate Later'

A J Mander Pty Ltd t/as embracing ADHD
Patient Helpline (08) 9202 6813
embracingadhd.org

Update: August 2026



Fee Type	Ezypay Transaction Rates (Excl. GST)	Payable By
Bank/Direct Debit Fee*	\$0.44 + 1.89%	Customer
Visa/Mastercard Fee*	\$0.44 + 1.89%	Merchant
AMEX Card Fee*	\$0.44 + 2.59%	Merchant
Load Fee	\$2.00	Customer
Failed Payment Fee	\$11.90	Customer

*Ezypay Transaction Rates are payable on attempted transactions regardless of the outcome

Some changes related to Government legislation, inflation and what I hope are useful reminders are outlined below

Financial Services Charges

The Federal Government changes from October 1, 2026, mean that Ezypay can no longer charge some of their fees related to credit cards directly to you but must do so via our headline charge. They then bill us. Some fees are exempt from this. We will alter our fees to accommodate this change which happens to coincide with our annual fee review (see the table above).

Annual Fee Increase

We continue to face an inflationary environment especially with respect to staff costs and cybersecurity. In setting this years increase we have considered health service-related inflation and the need to retain the best staff. Contact Ezypay on 1300 300 553 if you need to check the amount of your next payment.

Debits

These occur 6-monthly. If you are going to have problems making your payment it is best to contact us early rather than incur the significant additional charges associated with failed payments. We offer a monthly payment option which might assist you during a difficult period but on a pro-rata basis it is a third more expensive because of the extra monitoring required.

Reviews

We carry out a full review each time you need medication which is why our form is called a 'treatment review form'. In addition to the information you provide we check your file and consult the States Scriptcheck which is a real-time monitoring system for prescriptions. It will also tell us if you have obtained stimulants from any other prescriber.

Reviews by interview (usually phone), occur every 6, 12, 24 or 36 months (or at your request).

The time between reviews depends on your medical history, response to treatment, and stability. Our standard interval is 12 months, reduced to 6 months where there are significant concerns. If you have lodged a Medically Well Declaration with us and there are no comorbid issues of concern the

appointment can be every 24 months.

<https://hipaa.jotform.com/261370242492857>

If we have on file an up-to-date referral from your usual GP confirming you are well and we have no other concerns the appointment interval can be every 36 months.

We send you a letter after we have issued a prescription or carried out a phone review. This is for your records but forward it to all health staff involved in your care to ensure they are aware of your treatment with us.

Prescription Dates

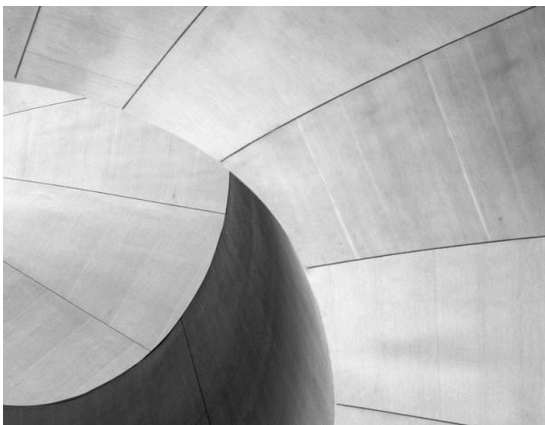
There are still a small number of patients who do not understand how these are calculated. We take the date at which any previous scripts were used up (based on what we have prescribed), then add the new prescription to that. Assume your previous script ends on July 10. You request, and we issue, a new script on July 1. The commencement date is July 10 not July 1. That previous date also includes all previous scripts we have issued so what your pharmacist may tell you is unlikely to reflect the true situation as in our experience they go only on the last script which is not how the State requires this to be done. There can be significant problems for you if the State determines you have been oversupplied.

Contacting Us

Please remember we do not receive emails as they represent an unacceptable security risk. You must use a jotform and this includes if you are replying to an email from us. We will not receive an email where you have used the reply button to our jotform communication. You must use a new jotform. This also means if you or any of your doctors want to send us a document it must be to our postbox or via fax, not email.

Tony

**Our current terms and conditions are available
on the website under resources**



For security reasons we will not open standard emails and you must not use your reply button. Always contact us or reply using the relevant form on the website.

Contact Us

Check out our site [→](#)