

Customer Contact **1300 COUNCIL (1300 268 624)**

07 4679 4000

www.wdrc.qld.gov.au

info@wdrc.qld.gov.au



Haemodialysis Water Allowance - Council Policy

Effective Date	21 March 2012
Policy Owner	Engineering Services, Corporate Services
Link to Corporate Plan	SA 1 - People and Communities
Review Date	March 2022
Related Legislation	<i>Nil</i>
Related Documents	<i>Nil</i>

Policy Version	Approval Date	Adopted/Approved
Version 1	21 March 2012	Ordinary Meeting of Council 21 March 2012
Version 2	15 March 2017	Ordinary Meeting of Council 15 March 2017

*This policy may not be current as Council regularly reviews and updates its policies. The latest controlled version can be found in the policies section of Council's intranet or Website. **A hard copy of this electronic document is uncontrolled.***



PURPOSE

People who have kidneys that have partially or completely lost their ability to filter the harmful chemicals produced through the normal metabolic process, become candidates for dialysis. A dialysis machine functions for the kidneys and filters the blood to remove toxins. The machine uses both water and power to function. The quality and supply of water to customers with this need is critical. Haemodialysis patients will typically use haemodialysis machines three times a week for five to six hours per time.

The health of haemodialysis customers is managed by various dialysis specialists and hospitals.

SCOPE

This policy will apply where:

- a) The haemodialysis patient resides permanently at an address within the Western Downs Regional Council.
- b) The haemodialysis patient receives their regular treatment on a haemodialysis machine at home and not through a hospital or other haemodialysis centre.
- c) The doctor, renal specialist or a Queensland Health haemodialysis centre manager provides a supporting letter confirming the patient as receiving haemodialysis treatment at home.

POLICY

Western Downs Regional Council will ensure that customers using haemodialysis machines at home are provided a free yearly allowance of 200 kilolitres, which is an allocation of 50 kilolitres every per billing quarter. This allowance is provided directly on the Western Downs Regional Council water account sent to the property owner.

An application by the customer for this remission must be accompanied by a letter from their doctor or their Queensland Health supporting the necessary details regarding their home based haemodialysis for the allowance to be granted.

If there is to be a planned interruption to the water supply, Council will endeavour to inform the haemodialysis customer, as a matter of priority, of the interruption to supply.

In emergency or fault situations Council crews will endeavour to provide assistance to haemodialysis customers to minimise disruptions to their treatment.

Council will ensure that the necessary repairs are carried out as a high priority.

The patient will need to agree that their contact details (address and phone number/s) may be provided to Council's relevant Utilities Staff to facilitate contact during emergency or fault situations.

Haemodialysis patients need to ensure that they have been suitably trained by their dialysis care provider on how to manage interruptions to their water supply.

Council will use its best endeavours to ensure that confidentiality is maintained.

REVIEW TRIGGER:

List of factors which require the policy to be reviewed eg:-

- Periodic review - (eg annual in line with budget or post-election) etc.
- Change in legislation; corporate plan, planning scheme etc affecting this policy
- Change in community priorities or circumstances relating to this policy.