

# Haemodialysis Water Allowance - Council Policy

<b>Effective Date</b>	21 March 2012
<b>Policy Owner</b>	Engineering Services, Corporate Services
<b>Link to Corporate Plan</b>	Active Vibrant Community
<b>Review Date</b>	March 2027
<b>Related Legislation</b>	Nil
<b>Related Documents</b>	Nil

<b>Policy Version</b>	<b>Approval Date</b>	<b>Adopted/Approved</b>
1	21/03/2012	Ordinary Meeting of Council - 21 March 2012
2	15/03/2017	Ordinary Meeting of Council - 15 March 2017
3	21/06/2023	Special Meeting of Council - Adopt 2023/24 Budget - 21 June 2023

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.**

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## 1. PURPOSE

This policy provides financial assistance towards water usage charges for Western Downs water customers, who under the guidance of a medical professional are using mains water at the property in which they live, for the purpose of conducting haemodialysis at home.

## 2. SCOPE

This policy applies to customers (including tenants) who reside at a property in a Western Downs Council water service area who regularly use mains supplied water for the purpose of conducting haemodialysis within their home.

## 3. POLICY

To be eligible to receive financial assistance, the customer (or their representative) must:

- a) reside permanently at an address within the Western Downs Regional Council;
- b) regularly use mains supplied water for the purpose of conducting haemodialysis at home and not through a hospital or other haemodialysis centre;
- c) make a request for financial assistance to Western Downs Regional Council;
- d) Provide supporting documentation by the customer's doctor, renal specialist, or the Home Dialysis Unit of Queensland Health confirming the customer is receiving haemodialysis treatment at home.

Customers who receive routine haemodialysis treatment outside of the home, at a hospital or other haemodialysis centre, are not considered eligible for financial assistance under this policy.

Western Downs Regional Council will ensure that Customers using home haemodialysis are provided a free yearly allowance of 200 kilolitres, which is an allocation of 100 kilolitres every residential billing cycle. The allocation is provided through the Western Downs Regional Council water account sent to the property owner.

If there is to be a planned interruption to the water supply, Council will endeavour to inform the home haemodialysis customer of the interruption to supply at least 48 hours prior to the interruption.

In an emergency or fault situation, Council will notify the customer immediately and endeavour to minimise the disruption to Home-Dialysis treatment by restoring supply as soon as possible.

It is a condition that the Customer consents to their emergency contact information (address and phone number/s) be provided to Council's relevant Utilities Staff to facilitate contact during interruptions, emergency, or fault situations.

## REVIEW TRIGGER:

List of factors which require the policy to be reviewed e.g.:-

- 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.

