

Concession for At-Home Dialysis and other Long Term Medical Conditions Policy – Shoalhaven Water and Waste Services

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Related Legislation:	Local Government Act 1993
Associated Policies/Documents:	Nil
Directorate:	Shoalhaven Water
Responsible Owner:	Water Revenue Manager
Record Number:	POL24/149

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1. Policy Purpose

This policy was formulated to ensure the uniform/transparent application of relief from water consumption charges for those patients undergoing home renal dialysis treatment and the provision of an additional waste collection service for individuals that generate large volumes of waste due to an ongoing medical condition.

2. Objectives

2.1. Policy Statement

Council recognises that water is a vital aspect of kidney dialysis. Dialysis machines use large volumes of water and rely on an uninterrupted supply of quality water for continuous operation. Additionally, it is recognised that certain long term and ongoing medical conditions may generate extra volumes of general solid waste. As a result, customers may incur higher than average water consumption charges and/or domestic waste management charges because of the additional water usage and/or extra bin space requirements of their treatment.

In this regard, Council will apply a concessional water usage charge and/or concessional 80L red-lid bin at no additional domestic waste management charge for participating patients at their principal place of residence, to provide financial relief.

3. Definitions

Term	Meaning
Shoalhaven City Council (Council)	The organisation responsible for the delivery of services in the Shoalhaven City local government area.
Shoalhaven Water	Shoalhaven Water is Council's Water Utility.
Water usage	The actual consumption of water measured through the property's water meter.
Domestic waste	Waste on domestic premises of a kind and quantity ordinarily generated on domestic premises.

4. Roles and Responsibilities

4.1. Provisions

4.1.1. Concessional Water Usage and Domestic Waste Management Charges

The concessional water usage charge and/or domestic waste management charge is to be applied.

- to the metered and/or serviced property at which the patient resides, OR
- if the patient is not the owner, on the understanding that the owner will pass the benefit onto the tenant.

The concessional water usage charge and/or domestic waste management charge is in accordance with the amount(s) as contained within the annual Delivery Program and Operational Plan.

The concessional red-lid bin service is not available where there is not currently a kerbside service due to truck accessibility issues (i.e. rural lots) and/or availability of site storage. The wheelie bin needs to be presented kerbside on the usual collection day. The kerbside domestic waste service should not be used for waste that is of a hazardous nature or that has the potential to cause injury or infection.

The following items are prohibited from the domestic kerbside bins:

- syringes,
- sharp objects,
- pharmaceutical medicines,
- cytotoxic,
- and hazardous waste.

4.1.2. Eligibility for Concession

To be eligible, the following must occur:

- A *Customer Registration* form must be submitted by the applicant.
- The Registration form confirms the details of the hospital where the patient is registered for treatment or is stamped by your medical practitioner.
- The applicant grants Council permission to confirm these details with the nominated hospital or treatment centre.

Applicants and/or property owners must notify the council of any change in circumstances or if the additional service is no longer required at the property address.

Confirmation may be sought from a medical practitioner that the concession is still required at any time.

4.2. Implementation

Shoalhaven Water and Waste Services are responsible for the implementation of this Policy.

5. Related Legislation, Policies or Procedures

Local Government Act 1993

6. Risk Assessment

Risk Category	Comments and risk mitigation
Financial	Not providing suitable guidance to support eligible customers with valuable assistance. A clear policy provides direction for procedures and guidelines to properly support customers in need to appropriate levels.

Operational	A lack of clear policy can lead to inconsistent service delivery, inefficiencies, and increased administrative burdens. Staff may struggle to interpret vague policies leading to diminished service delivery. Strong policy statements ensure proper service delivery to the high standards we expect to deliver.
Reputational	Shoalhaven Water is widely acknowledged as a leader in our industry. We are not required by an alternate power to provide this financial assistance. A comprehensive policy solidifies our position as a leader in the industry and within our community. Management of our brand is an important area of our overall business, and a robust policy ensures a uniform approach to our customer base, projecting high level customer service standards.
Strategic	Shoalhaven Water is widely acknowledged as a leader in our industry. Our long-term goals are to maintain this leadership position and continue to be recognised for our service standards. The development and maintenance of service-oriented policies help to meet these goals.
Social / Economic	Our customer base is at risk from externalities such as economic downturns, change in interest rates or government policy direction above local government. A consistent policy position ensures we are able to provide assistance to those in need in our community.

7. Data and Reporting

Not applicable

8. Monitoring and Review

Not applicable

9. Ownership and Approval

9.1. Public Policy

Responsibility	Responsible Owner
Directorate	Shoalhaven Water
Endorsement	Director Shoalhaven Water

Approval/Adoption	Council
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