

Concession for At-Home Dialysis Policy – Shoalhaven Water and City Services

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1. Purpose

To establish the circumstances under which a concession can be applied to water usage and domestic waste management charges for residents who have medical conditions that require large amounts of water to be used at home and/or generate significant amounts of extra waste to be placed in domestic kerbside bins, especially those who require haemodialysis machines.

2. 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 at-home dialysis patients may generate extra volumes of general solid waste in soaking up, wrapping, and disposing of extra bodily fluids. 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 at-home dialysis patients at their principal place of residence, to provide financial relief.

3. Provisions

3.1. 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.

3.2 Eligibility for Concession

To be eligible, the following must occur:

- An *At-Home Dialysis 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.
- The applicant grants Council permission to confirm these details with the nominated hospital or treatment centre.

4. Implementation

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

5. Review

This Policy will be reviewed within one year of the election of every new Council.

6. Application of ESD Principles

Not applicable.