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| Policy Title | Dialysis Rebate Policy |
| Policy Category | Public |
| Number & Version | SVC-FIN-PO-060-01 |
| Policy Owner | Asset, Planning and Design |
| Approval by | |
| Effective date | |
| Date for review | September 2020 |

1. STRATEGIC PURPOSE

To establish the circumstances under which an allowance can be applied to water charges for residents of properties who require the use of dialysis machines in the home.

2. POLICY STATEMENT

The policy provides all applicable Snowy Valleys Council (council) residential customers using a home dialysis machine with an allowance of water per quarter.

3. DEFINITIONS

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| Dialysis | Use of a machine by people with chronic kidney disease which performs the function of pumping a patient's blood through a dialyser. |
| Home Dialysis | The use of a machine at home by persons with chronic kidney disease which performs the dialysis function. |

4. CONTENT

Council recognises that water is an important aspect of kidney dialysis. Dialysis machines use large volumes of water and rely on an uninterrupted supply of quality water for continuous operation. As a result, customers using home dialysis may incur water accounts higher than normal due to this additional water usage. Council will provide an allowance for dialysis patients in order to provide some financial relief.

Council will provide a quarterly water usage dispensation of 30 kilolitres where it is confirmed that a dialysis machine is being used by a resident of a property. This allowance is provided on the account sent directly to the property owner, or real estate agent in the case of a rental property. It is assumed that if a property is a rental, and a tenant is compliant with this policy, the allowance is passed onto the tenant, where relevant.

Applications for either a new dialysis rebate or the continuation of an existing rebate must be made each financial year. For a continuation, the application must be submitted in the month of July.

Applications must be received in writing and include the following:

- Written evidence from a registered medical practitioner or hospital that the resident is required to undertake home dialysis treatment, which requires substantial water use;
- The name of the resident, the property address and the date of commencement of dialysis.
- Where the property is rented through a real estate agent the name of the real estate agent, the property manager and their contact details.

The rebate is subject to the following conditions:

- A minimum usage charge of 60 kilolitres per quarter. Council will then apply the 30 kilolitre allowance prior to the issuing of the quarterly water account, with this allowance being shown as a credit
- The rebate will not be granted on a retrospective basis and only one concession will be permitted per property. For new applications received in a quarter, the rebate, if approved, will apply in the following quarter.
- Where water is no longer required for dialysis, a customer must inform Council and the rebate will cease. Failure to notify Council will result in the concession being cancelled and the revocation of all previous concessions provided.
- Where the property is rented through a real estate agent the real estate agent shall also notify Council when a tenant undertaking home dialysis has vacated the property, including the vacation date. Rebates will cease in the quarter following the vacation date of the tenant.

Where there is a planned interruption to water supply, Council will contact the customer in the same way that it informs all its customers of an interruption to supply. Dialysis patients must ensure that they have been suitably trained by their dialysis care provider regarding how to manage interruptions to their water supply.

5. ASSOCIATED LEGISLATION

NIL

6. ASSOCIATED COUNCIL DOCUMENTS

Dialysis Rebate Application Form

7. HISTORY

| Date | Version Number | Activity log | Resolution Number | Resolution date |
|-------------|-----------------------|--|--------------------------|------------------------|
| 5/7/19 | TSC-COR-PO-073-0. | <i>Water usage – Dialysis machine users (formerly the Tumbarumba Sewer Water and Water Meter Policy)</i> | | |
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Home Dialysis Rebate Application Form

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|--|--|--|--|
| Applicant Name: | | Date: | |
| Home Address: | | | |
| Postal Address: | | | |
| Email Address: | | | |
| Phone: | | | |
| Application type: | | | |
| | <input type="checkbox"/> New application | <input type="checkbox"/> Continuation of existing application | |
| Is your property a rental? | | | |
| | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| If your property is a rental, please provide contact details for your property manager: | Your Real Estate Agent Name: _____ | | |
| | Your Property Manager's details: | | |
| | Name: _____ | | |
| | Phone: _____ | | |
| Date of home dialysis commencement: | ___/___/___ | | |
| Check list: Please ensure that you have attached: | <p>Please check that that all details and supporting documentation has been included in your application.</p> <p>I confirm the following:</p> <p><input type="checkbox"/> Written evidence from a registered medical practitioner or hospital indicating that I am undertaking home dialysis treatment, which requires substantial water use, has been attached;</p> <p><input type="checkbox"/> If I am renting, I have notified my property manager that I am submitting an application for a dialysis rebate;</p> <p><input type="checkbox"/> I have read and I understand that requirements of the SVC-FIN-PO-060-01 Dialysis Rebate Policy, and I request that an allowance of 30 kilolitres per quarter be provided to me according to the terms of this policy;</p> <p><input type="checkbox"/> All information provided in my application is true and correct.</p> | | |
| Details for Payment | | | |
| Account Name | | | |
| BSB | | Acc. No. | |
| Bank | | Branch | |

PRIVACY STATEMENT

Snowy Valleys Council (council) is collecting your personal information solely for the purpose of administering this application. Council will take all reasonable and appropriate steps to protect the privacy of individuals having regard to the requirements of the *Privacy and Personal Information Protection Act 1998* and the *Government Information (Public Access) Act 2009*. Council will not disclose your personal information to any person or body if it is not directly related to the purpose for which the information was collected. Questions concerning privacy or the use of your personal information may be referred to Council's Public Officer.