



Renal Dialysis Assistance Policy

DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER INTEGRATED WATER SERVICES			
REVIEWED BY:		Manager Integrated Water Services, MANEX			
REVIEW DUE DATE:		October 2026			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
4	26/10/2023	21.09/20 Resolution carries.	Policy updated to new template. Not referred to Council as no changes have been made to the Policy.	Manager Integrated Water Services	Council
3	24/09/2023	21.09/20	NA	Manager Integrated Water Services	Council
2	24/10/2023	21.10/13	NA	Manager Integrated Water Services	Council
1	25/08/2023	15.08/11	NA	Manager Integrated Water Services	Council

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General Manager

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Date

ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

PURPOSE

The purpose of this policy is to:

- Assist customers on the meeting the financial constraint that may be imposed through excess water charges due to using haemodialysis machines at home.

APPLICABILITY

This policy applies to:

- Residents currently undertaking haemodialysis treatment in their home

OUTCOMES

- To assist customers to manage excess water usage charges while using haemodialysis machines at home.

ROLES AND RESPONSIBILITIES

It will be the responsibility of the **Manager of Integrated Water Services** to induct staff into this Policy and related procedures. It will be the responsibility of the **Coordinator of Integrated Water Services** to ensure implementation of this policy by field staff.

POLICY STATEMENT

Council will, on receipt of a written request from a renal management clinic or medical practitioner, on behalf of a haemodialysis patient, reduce the charge for water usage during the period of treatment. That amount will be calculated with reference to and in accordance with the dates of treatment identified in the letter of request, and the estimated volume of water required by the patient's individual treatment regime, in order for the patient not to incur any additional water usage expenses pertaining to the actual treatment.

Council will supply sufficient capacity in garbage collection services to receive additional consumables (non-medical waste) associated with treatment at no additional cost.

Council will endeavour to maintain an accurate register of current haemodialysis patients and their treatment locations. Patients may be added to this register on request and

removed from the register at the end of treatment or in the absence of evidence that treatment is continuing.

Residences where treatment occurs may be identified by a marker placed adjacent to the property that should alert Council staff in the event of a water supply interruption. Council staff attending a supply interruption will endeavour to advise patients immediately of such interruption by personal or other contact.

VARIATION AND REVIEW

The Renal Dialysis Assistance Policy will be reviewed every 3 of years, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, but will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.
