OP9329 - Medical Condition Concession Policy

Document Owner	Executive Manager Customer and Community
Document Author	Manager Revenue Assurance
Supporting Legislation and Documents	Nil
Documents Directly Related	Unitywater web resource page: Concessions for medical conditions

1. Policy Statement

Unitywater understands and supports the circumstantial needs of 'Approved Medical Conditions' requiring the therapeutic use of water. Customers with 'Approved Medical Conditions' will be eligible to apply for a Medical Condition Concession.

2. Purpose and Objectives

The purpose of this Policy is to provide a complimentary water allowance to residential customers on home-based dialysis and customers with Approved Medical Conditions.

3. Policy Scope/Coverage

This Policy applies where:

1) An Approved Medical Condition patient resides permanently at an address within the Unitywater water supply area; and
2) An Approved Medical Condition patient receives their regular treatment at home and not through a hospital or other medical centre; and
3) The Approved Medical Condition patient applies for the Medical Condition Concession in writing to Unitywater, providing a letter or medical certificate from the treating Medical Practitioner, Queensland Health, Renal Specialist or a Queensland Health Dialysis Centre Manager confirming:
    a) Patient treatment is being received at home; and
    b) The requirement for higher than normal water usage due to a medical condition.

The Medical Condition Concession will be applied per application and a new application will be required to be submitted by the patient for subsequent years.

4. Roles and Responsibility

4.1. Unitywater

- Unitywater will apply the Medical Condition Concession directly on the Unitywater account sent to the property owner;
- Unitywater will apply the Medical Condition Concession in the same period, in which the water consumption to which it applies is being billed;
- Unitywater will calculate the Medical Condition Concession on a pro rata basis for each billing period;

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- Unitywater will apply water and sewerage volumetric usage charges as normal for consumption amounts above the Medical Condition Concession allowance;
- Unitywater will contact the Approved Medical Condition patient when there is to be a planned interruption to the water supply, in addition to the same way as it informs all its customers of an interruption to supply;
- Unitywater will contact existing Approved Medical Condition patients/residents annually to confirm eligibility for ongoing Medical Concession Allowance and send an application for Medical Condition Concession;
- In emergency or fault situations Unitywater will identify customers in that area who need immediate notification and provide assistance to Approved Medical Condition patients to minimise disruptions to their treatment;
- Unitywater will place repairs to water and sewage services for Approved Medical Condition patients as Priority 1.

4.2. Executive Manager Customer and Community as Document Owner is responsible for:

- Conducting and/or delegating regular reviews to ensure this policy and related resources (e.g. procedures, forms, website content) remain fit for purpose, consistent and current.
- Approving this policy for publication (and/or seeking Board approval where required).
- Ensuring all relevant stakeholders and team members have been consulted and feedback is captured and actioned (where applicable).
- Ensuring appropriate communication and/or training is provided to relevant team members when implementing a new, amended or obsolete document (where applicable).
- Monitoring compliance with internal/external requirements (e.g. monitor legislation changes and assess/update this policy when required).

5. Definitions

To access the Unitywater Definition library click here. If definitions are provided below, it means either the word and/or acronym is:

- not contained within the definition library; or
- has a different meaning in the context of this document.

Term	Meaning
Approved Medical Condition	An approved medical condition is a medical condition requiring the therapeutic use of water approved by a Medical Practitioner, Queensland Health, Renal Specialist or a Queensland Health Dialysis Centre Manager.
Medical Condition Concession	A Medical Condition Concession is an annual complimentary allowance of 450 kilolitres of water per annum, applied equally across billing periods.

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