

## OP9329 - Medical Condition Concession Policy

Document Owner	Executive Manager Customer Experience
Document Author	Manager Revenue Assurance
Supporting Legislation and Documents	Nil
Documents Directly Related	Unitywater web resource page: <a href="#">Concessions for medical conditions</a>

### 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 sewerage services for Approved Medical Condition patients as Priority 1.

#### 4.2. Executive Manager Customer Experience 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.