

Example of applying reasonable steps obligation over 12 month period

First grant date	Client is granted an Advance for school uniforms for 2 children in January
Second grant date	Client is granted a food grant in March
Third grant date	<p>Client is granted an Advance to help pay a power bill in July</p> <p>Case manager informs the client that from now on they will need to take reasonable steps including completing a compulsory budgeting activity before they can receive any further Special Needs Grants, Advance Payments of Benefit or Recoverable Assistance Payments.</p> <p>Client and case manager discuss some of the client's options:</p> <ul style="list-style-type: none"> • complete a budgeting worksheet (budgeting activity) • set up an automatic payment to pay for power weekly • look for a smaller house to rent
Fourth grant date	<p>Client applies for a food grant in August.</p> <p>What did the client do between grants?</p> <ul style="list-style-type: none"> • Reasonable step: reviewed listings for several cheaper rental houses • Budgeting activity: completed a budgeting worksheet <p>Client is given the grant because they have taken reasonable steps including completing a budgeting activity.</p> <p>Client and case manager look at the client's budget and discuss what the client will need to do before they apply for another grant:</p> <ul style="list-style-type: none"> • attend a budget advice service (budgeting activity) • change their internet plan • set up an automatic payment to pay for power weekly
Fifth grant date	<p>Client applies for an emergency dental grant and an advance for dental for one of their children in September.</p> <p>What did the client do between grants?</p> <ul style="list-style-type: none"> • attended a budgeting advice service • changed their internet plan to a cheaper one • set up an automatic payment with the bank to pay for

	<p>power weekly</p> <ul style="list-style-type: none"> • on the advice of the budget advisor they consolidated their debt and reduced their food bill through better meal planning. <p>Client is given the dental grants because they have taken reasonable steps including completing a budgeting activity.</p> <p>Client and case manager discuss what the client will need to do before they apply for another grant:</p> <ul style="list-style-type: none"> • continue to attend a budget advice service (budgeting activity) • use buses to get around when travelling alone • look at ways to reduce power usage
Sixth grant date	<p>Client applies for an Advance for glasses for one of their children in October.</p> <p>What did the client do between grants?</p> <ul style="list-style-type: none"> • attended a budgeting advice service • reduced their petrol bill by using buses. <p>Client is given the grant for glasses because they have taken reasonable steps including completing a budgeting activity.</p> <p>The client and case manager have an intensive interview and service centre manager approval is obtained.</p> <p>Client and case manager discuss what the client can do next:</p> <ul style="list-style-type: none"> • continue to attend a budget advice service • try to quit smoking • reduce power bill

[Source: Family and Community Services, MSD, 23 September 2010.]