
Washing Machine Exchange Program

Am I eligible for the Program?

To be eligible for the program, you must:

- be a resident of NSW
- be more than 18 years old
- hold a valid Pensioner Concession Card, Health Care Card or Low Income Card from Centrelink* or Department of Veteran's Affairs
- have an existing top-loading washing machine to exchange
- not have participated in the 2022 Washing Machine Replacement Trial

*A Commonwealth Seniors Health Card is not enough for eligibility for this offer.

Why are only front-loading washing machines included?

Front-loading washing machines offer the largest potential water, detergent, and energy savings.

Why is only one type and size of machine available?

We chose a model that provided good potential water savings and the best price by buying in bulk, so we can buy more machines, and more people can benefit from the program.

How much will my household save?

Your household can expect to save an estimated \$250 per year on water, energy and detergent costs. It's estimated you will save around 20 kilolitres of water per year, that's about enough to fill a backyard swimming pool!

Can I have my washing machine delivered somewhere other than my home?

No. We can only deliver to the eligible person's primary residential address, as held by Centrelink. We cannot deliver the appliance to secondary homes or the addresses of other people.

Can I buy more than one machine?

No, the program is for one machine for each eligible household.

What if I don't have a top-loading washing machine to replace?

To be eligible for the program, you must have an old top-loading washing machine.

Will there be other appliances offered as part of the program?

No. There are no plans to offer other types of appliances.

Can I keep my old washing machine?

No. Replacing an existing washing machine is a key requirement of the offer. If you access the offer, our supplier will remove your existing machine for recycling when they deliver and install your new washing machine.

Why was my application rejected?

We verify all applications using the Centrelink online system. Your application will be rejected if:

- you do not hold a valid concession card entitlement
- you or someone at your address has already purchased a discounted washing machine through this program
- the name and/or delivery address used in the application does not match the details held by Centrelink.

If you have recently moved, you will need to update your address with Centrelink and resubmit your application.

Why haven't other appliance retailers or suppliers been included in the program?

We selected a supplier as a partner for the offer after a competitive tender process, in keeping with NSW Government procurement legislation. To deliver the offer efficiently, the retail partner must:

- deliver and remove appliances across NSW
- have the capacity to service large sales volumes
- manage a call centre facility
- provide detailed and regular reporting.

As well as meeting each of these requirements, the retailer/supplier also had to offer significant discounts to further reduce the upfront cost of the washing machines. Including more retailers/suppliers was not practical as it would make the program more expensive to run, reducing the number of households we can help.

We selected The Good Guys Commercial as our retailer/supplier for the program through a competitive process.

How much is delivery?

We have included the delivery cost in the subsidised price of the washing machine.

I'm having difficulty placing my application/order online, can you help?

If you are having difficulty placing your application/order online, please contact The Good Guys Commercial team on **1300 225 564** and they will be able to assist you complete your order over the phone.

What happens if my machine breaks down?

If you have a problem with your new washing machine, please contact The Good Guys Commercial team on **1300 225 564** or at commercialsupport@thegoodguys.com.au.

I missed out on a washing machine this round. When will be next round open?

The washing machines are allocated on a first come, first served basis. Once the allocations are exhausted, there will be no more machines available for this round.

To find out when we will be opening a new round of the washing machine exchange program, sign up to our newsletter or visit our website.