



Whiteware Hardship Assistance

3 February 2014

The Ministry of Social Development (MSD), including Work and Income, Seniors and StudyLink has changed the way it provides financial assistance for whiteware.

We have selected Fisher & Paykel Appliances Ltd (FPA) as the preferred supplier of whiteware through a transparent and rigorous procurement process. They will provide quality products and supporting services at a competitive price. Whiteware will be provided under both the Fisher & Paykel and Haier brands. The whiteware products are:

- washing machines
- fridges
- combined fridge-freezers or
- freezers.

FPA will arrange delivery and installation of the new appliance; remove any packaging and the replaced whiteware if you wish it. FPA will also repair or replace the new appliance while it is under warranty if it's found to be defective.

What this means for you

You don't need to provide quotes or use the MSD payment card system. Contact MSD if you need financial assistance for whiteware. We will take you through the process.

This is a new, quality product that will last a long time. The product will be repaired, if needed, while under warranty. The appliance is expected to have a life span of many years, if looked after. There should be no need for repeat applications. We will only assist with repeat applications if exceptional circumstances exist for example a house fire.

Your family size and living arrangements determine the size of the appliance available to you to buy.

If you want to buy secondhand whiteware goods, you must use your own income.

Further Information

Visit www.msd.govt.nz

Work and Income: 0800 559 009

StudyLink: 0800 88 99 00

Seniors: 0800 552 002



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

Your responsibility

At the application interview you must give your correct address and a phone number for you to be contacted on. We pass these onto the supplier. We will arrange delivery and installation to your residential address. If you have special delivery instructions, let the MSD staff member know during your application. We pass these onto the supplier. The supplier will ensure that all your information is kept confidential and secure. You must be at home at the agreed delivery time so the appliance can be installed.

Hardship Assistance

There's no change to the existing eligibility criteria for Hardship Assistance. To qualify you must:

- have an immediate and essential need
- meet the residency qualifications
- meet the income and asset test
- have the ability to pay the debt back.