



17 June 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 6 June 2025 requesting a copy of the staff guidance for whiteware supply and a copy of the whiteware agreement between the Ministry of Social Development (the Ministry) and Fisher & Paykel.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- *All MSDs staff guidance for Whiteware supply.*

Please find attached **Appendix One** containing the guidance used by Ministry staff relating to whiteware hardship assistance.

Please note, as this information comes from our intranet, Doogee, some links will not be accessible to the general public. If you wish to receive any further pages behind specific inaccessible links, you can make a further request for this information.

- *A copy of the whiteware agreement between MSD and Fisher & Paykel mentioned by Rebecca Edge (MSD) to me on 5 June 2025.*

The contract between the Ministry and Fisher & Paykel is available on the Ministry's website in response to a previous OIA request from October 2020, here: [www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/october/20201001-request-for-a-copy-of-the-contract-between-msd-and-fisher-and-paykel.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/october/20201001-request-for-a-copy-of-the-contract-between-msd-and-fisher-and-paykel.pdf).

Since this agreement has been signed, there has been two variations to this contract to extend this agreement to September 2025.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request regarding whiteware assistance, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham

**General Manager**  
**Ministerial and Executive Services**

# Whiteware hardship assistance

This page is about how we can help people buy a Haier fridge, freezer, combined fridge-freezer, or washing machine (whiteware) through Fisher & Paykel.

## Contents

### What we cover

**Note:** Make sure you confirm the specific type of whiteware the client needs (for example, do they want a combined fridge-freezer or just a fridge?). Fisher & Paykel won't replace the item if you order the wrong type.

Only Haier brand whiteware is available. If clients want to buy whiteware from somewhere else, they won't qualify for hardship assistance.

Fisher & Paykel provide:

- delivery
- installation
- removal of the old appliance if needed.

This is processed as a hardship application, with a few extra steps, and is a recoverable cost. Fisher & Paykel are our preferred whiteware supplier giving clients access to new, quality products at a reasonable cost.

You can select a Haier product from Fisher & Paykel's catalogue that suits the client's family and living arrangements.

All products:

- are new
- have a 2-year warranty
- are expected to last at least 10–15 years.

Let the client know about their consumer rights if devices or appliances break or don't work. Refer them to:

[Electronic devices and appliances \(Consumer Protection website\)](#)

For information about repairs, replacements and special orders, see:

[Replacing or repairing whiteware](#)

For more information on whiteware and eligibility, see:

[Fridges, freezers and washing machines \(Map\)](#)

## Standard delivery timeframes

Once Fisher & Paykel receive the order, delivery timeframes are within:

- 24 hours for Auckland or Christchurch
- 48 hours for urban centres: Whangarei, Thames, Hamilton, New Plymouth, Tauranga, Taupo, Rotorua, Gisborne, Hastings-Napier, Whanganui, Palmerston North, Wellington, Blenheim, Nelson, Timaru, Cromwell, Dunedin and Invercargill
- 72 hours for all other areas.

Orders received by Fisher & Paykel after 2:30pm, Monday to Friday, will become part of the next day's dispatch and delivery timeframes.

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## Before you start

There are several things you need to check before you start to process a client's application for whiteware.

### Step 1. Check if the client is eligible

Clients must have an immediate and essential need to qualify for whiteware – this includes Special Needs Grant (SNG), Advanced Payment of Benefit, Recoverable Assistance Programme (RAP) and establishment grants.

Clients don't have to receive a benefit to apply for hardship assistance to purchase whiteware, but they must meet the hardship qualifications.

**Note:** Tell clients that whiteware is a recoverable cost. This means they agree to pay us back when we grant hardship assistance.

#### Step 2. Check if the client meets an exception

Exception	Action
The client's hardship application has multiple needs, and you can't process one or more of them (for example, Rent Arrears Assistance).	Submit the application to Q-Manager.
The client has nil advance or Recoverable Assistance Programme balance.	Check with your manager client service delivery if you can process the application.
They aren't a current client.	Process the application as a non-beneficiary client.  For more information on non-current, non-beneficiary and assistance during an initial stand down (ADSD) clients, see:  <a href="#">Non-current and non-beneficiary (including ADSD) clients</a>
The client's benefit expires on or after the date the whiteware is granted.	

<p>The client's benefit has been sanctioned (for example, they didn't meet their work obligations and payment has been affected).</p>	<p>Don't recommend hardship assistance unless an 'Obligations Failure' has been imposed.</p> <p>If so, clients can still get hardship assistance during the 5-day notification period. Talk to the client and if necessary, make an appointment in Q-Manager.</p>
<p>The client's benefit has been suspended or reduced due to not clearing a Warrant to Arrest.</p>	<p>Make an appointment in Q-Manager.</p>
<p>The client's application for whiteware has previously been declined but they want to apply for it again.</p>	<p>Talk to the client about their situation. This may need to go through a review of decision (ROD). If you think this is necessary, advise the client on how to apply for review of decision.</p>

The client is a Youth Service client (for example, they are between 16 and 19 and get the Youth Payment or Young Parent Payment).

Refer the young person to their Youth Service provider.

To find which Youth Service provider the young person is assigned to, open the 'Critical Information' screen in CMS. Under the 'Case Management' heading, look for 'Contracted Case Managed by'.

If the young person hasn't been assigned to a Youth Service provider or they are not receiving a Youth Benefit, submit the application to Q-Manager.

For provider details, either:

- check the client's CMS record
- search for Youth Service providers in the young person's area.

For information on how to find a Youth Service provides, see:

[Find your nearest provider \(Youth Service website\)](#)

<p>The client is identified as a 'Low Trust Client' (LTC)</p>	<p>Don't action.</p> <p>Please book face-to-face appointment in Q-Manager in the first instance and if you cannot find an appointment, send the request to the Service Centre Referral queue..</p> <p>You must leave a note in the task saying that the client is Low Trust.</p>
<p>The client gets Child Disability Allowance or Unsupported Child's Benefit /Orphans Benefit, and we can't verify their income, for example they can't provide evidence of their income through MyMSD.</p>	<p>Submit the application to the region's S2P queue.</p>
<p>The client is a Remote Services Unit (RSU) client.</p>	<p>Don't action.</p> <p>Transfer the client to the Remote Services Unit.</p>
<p>Check if the client is a case managed client: <a href="#">Case managed clients</a></p>	<p>If you receive a call from one of these clients, either email, call or transfer the call to their case manager.</p> <p>For information on how to make an appointment, see:</p> <p><a href="#">Appointments – Case Managed Clients</a></p>

<p>The client may have had assistance through Fisher &amp; Paykel in the past but lost property due to burglary, fire or other natural disaster.</p>	<p>Check with your manager client service delivery if the client needs an appointment.</p>
<p>Step 3. Check if the client has previously received help for whiteware</p>	
<p>Click the 'View History' tab in the 'Hardship Assistance' screen to find this information.</p> <p>Clients who purchase Fisher &amp; Paykel whiteware shouldn't need to replace it for 10–15 years. If the client has had similar help in the past, check why they need help again by asking: "I can see that you received assistance for a washing machine [state when this happened]. Can I ask what happened to it?"</p> <ul style="list-style-type: none"> <li>• If the product is under 2 years old and it's faulty, the client may be able to replace it under warranty. Talk to them about how to get whiteware replaced or repaired</li> <li>• If the product is less than 5 years old, a manager client service delivery must leave a note in the CMS confirming they have approved the hardship application before you submit it to S2P.</li> </ul>	
<p>Step 4. Check the client's details</p>	
<p>Check the client's address and contact numbers.</p> <ul style="list-style-type: none"> <li>• If the client is moving, tell them we cannot process the application until closer to the time the move will happen – this is to avoid confusion around their address in the meantime. Ask the client to call back closer to the move date. Refer to '<a href="#">Standard delivery timeframes</a>' above. Advise the client they must be available to take the call from Mainfreight (so as not to delay delivery).</li> <li>• If the client doesn't have a contact phone number and their application is approved, they must contact Fisher &amp; Paykel to arrange delivery (see step 12 under: <a href="#">Processing a whiteware application</a>).</li> </ul>	

- Fisher & Paykel don't deliver to Great Barrier Island. If a client lives there and needs help to buy whiteware, they can get a quote from any supplier and apply through Global. Book an appointment in Q-Manager for the client. For information on how to apply for whiteware assistance through Global, see: [Queen Street Community Link \(Global\)](#)
- If the client rents or boards, ask if their current tenancy agreement includes whiteware. If yes, then they need to discuss this with their landlord. We can't supply whiteware in this situation.

**Note:** A client being in a boarding situation doesn't mean their eligibility to advance assistance is immediately removed. The decision to provide financial assistance in the form of an advance must follow the qualifications and can often be a discretionary decision to be made by the staff member based on the client's needs.

For information on when clients can get an Advance Payment of Benefit, see:

[Qualifications \(Map\)](#)

Step 5. Open the Fisher & Paykel online catalogue

To view the Fisher & Paykel catalogue, log in here:

[Login \(haier.co.nz\)](#)

Username: enter your region specific username

Password: Msfp2013!

Region-specific usernames have been set up for:

- Contact Centres - [msdContactCentre@fisherpaykel.com](mailto:msdContactCentre@fisherpaykel.com)
- Centralised Services - [msdCPU@fisherpaykel.com](mailto:msdCPU@fisherpaykel.com)
- National office - [msdNATO@fisherpaykel.com](mailto:msdNATO@fisherpaykel.com)

For everyone else, your username contains your Work and Income region.

<a href="mailto:msdWellington@fisherpaykel.com">msdWellington@fisherpaykel.com</a>	<a href="mailto:msdBOP@fisherpaykel.com">msdBOP@fisherpaykel.com</a>	
<a href="mailto:msdCanterbury@fisherpaykel.com">msdCanterbury@fisherpaykel.com</a>	<a href="mailto:msdTaranaki@fisherpaykel.com">msdTaranaki@fisherpaykel.com</a>	
<a href="mailto:msdSouthern@fisherpaykel.com">msdSouthern@fisherpaykel.com</a>	<a href="mailto:msdEastCoast@fisherpaykel.com">msdEastCoast@fisherpaykel.com</a>	
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<a href="mailto:msdAuckland@fisherpaykel.com">msdAuckland@fisherpaykel.com</a>	<a href="mailto:msdCanterbury@fisherpaykel.com">msdCanterbury@fisherpaykel.com</a>	
<a href="mailto:msdWaikato@fisherpaykel.com">msdWaikato@fisherpaykel.com</a>	<a href="mailto:msdSouthern@fisherpaykel.com">msdSouthern@fisherpaykel.com</a>	

**Note:** These emails are for login purposes only (don't use them as email addresses as they won't be monitored or replied to).

## New catalogue information

- Updated information on the 'Reminder screen' to help clients select the right appliance for their needs and to advise of delivery arrangements. You'll need to tick each box to move onto the next part. This is to help you help clients make the right choice and to reduce the number of incorrect orders.
- Added tabs: Products, Important Information, Size Guide and Delivery Details containing information required to assist with making a successful order.

- The inclusion of a 10kg washer in the Products section of the catalogue as an option for large families, or for clients who use a washer regularly eg due to health and disability issues in the family.

Make sure you:

- discuss the client's living situation, so they order the correct appliance for their household
- are clear about the type of appliance the client wants (for example, when a client wants a fridge, confirm whether it's a fridge or a fridge-freezer they need).

When we get the order wrong and the appliance has been delivered and installed, the appliance then becomes second hand. Fisher and Paykel will only consider returns or exchanges under very special circumstances.

For any questions, email [Procurement\\_Whiteware@msd.govt.nz](mailto:Procurement_Whiteware@msd.govt.nz)

**Note:** Catalogue prices are exclusive to MSD and are commercially sensitive outside of hardship assistance. Don't give any information about products, pricing or specifications to anyone other than the client applying for hardship assistance.

## Fisher & Paykel online catalogue opening hours

The Fisher & Paykel online catalogue is only available from Monday to Saturday, 7.00am–9.00pm, and Fisher and Paykel don't deliver on weekends.

CPU authenticates whiteware hardship tasks Monday to Friday, 7.00am – 5.30pm.

These times can change in exceptional circumstances to reflect need, and this page will be updated to reflect that.

### Step 6. Check if the client has size or space issues

- Double-check measurements to ensure the appliance will fit in the required space and that the flooring is

suitable for installation. Top load washing machines are suitable for most homes in New Zealand.

- Consider the number of people in the home and the number of washes required daily or weekly due to medical conditions.

Ask the client about the size of their household and how much space they have for the fridge, freezer or washing machine. Use this information to decide which product in the online catalogue best fits their needs.

You can ask the following:

- How many people live in your household?
- Can you measure the space in your house where the (insert type of whiteware) would go?

You'll be able to select a product from Fisher & Paykel's catalogue that works for the client's family and living arrangements.

#### Step 7. Discuss important information with the client

Make sure you read and discuss these details with the client before you continue:

- Have you advised the client all appliances are the Haier brand?
- If required, have you updated the client address and contact numbers in CMS?
- Has the client measured the space where the appliances are to be placed?
- If contact is not made within 5 working days, remember to advise the client the order will be cancelled.
- Have you discussed living situation, number of people and their needs and the right sized appliance?
- Have you advised the client once the appliances have been delivered and/or installed, they can't be returned because of a change of mind?

- Have you reminded the client they must be contactable to arrange delivery? If they haven't heard from Mainfreight in 48 hours, ask them to phone Fisher & Paykel 0800 673 424 to follow up.

## **Important information**

### **Refrigeration**

- Have you discussed the client's frequency of food shopping? If a large fridge/freezer isn't suitable, consider a separate refrigerator and freezer if space permits.
- Does the client have any medical or health conditions?
  - If there may be access issues, consider small or medium bottom mount refrigerator in additional products.
  - If the client has medication that requires fridge storage, consider the next size up.
  - Discuss if alternative door opening options are required.
- Does the client share care of children? If so, consider the next size up.
- How many people are in the household? Depending on the number, use the base appliance choices as a guide:
  - small (1-2 people)
  - medium (3-4 people)
  - large (5+ people)

### **Laundry**

- Have you discussed the client's frequency of washing? Additional washing may be required due to a person in the household having a health condition or disability. If so, consider an 8kg or 10kg washer.
- Does the client have shared care of children? Do they have any young children? If so, consider the next size up.
- Have you discussed where the washer will fit and if there's access to open the washer lid?

- If space is available, consider a top loader.
- If not, consider a front loader.
- How many people are in the household? Depending on the number, use the base appliance choices as a guide:
  - small (1-2 people)
  - medium (3-4 people)
  - large (5+ people)

## **Special requests**

### **Granting a front load washing machine**

Don't promote this option to clients – they should only be offered when necessary.

We don't usually approve grants for front loader washing machines because they are more expensive. However, clients can buy a front loader if they currently have space or disability issues.

If you decide the client needs a front loader, talk to your manager client service delivery. They will also need to add a note to the application to say they have approved the grant (see step 10 under: [Processing a whiteware application](#)).

Once you have approval for a front loader, you can look at options in the online catalogue under 'Additional products'.

### **Client requesting a fridge with a right-hand handle**

Haier fridges come with reversing kits, so clients can fit handles to both sides of the door. However, we don't cover installation of the right-hand handle, as this isn't an immediate and essential need.

If a client wants a fridge with a right-hand handle, they can install one themselves or pay for a technician.

### **Client requesting a dryer**

For most people, dryers aren't an immediate and essential need. They can be expensive to run and most households have adequate space to hang their washing outside.

A dryer may be appropriate if:

- the client has a health condition which requires regular washing and drying
- there's no space to hang the washing outside (such as living in an apartment block).

If a client matches either of the situations above, a dryer can be discussed and offered (if suitable).

**Note:** Dryers aren't a part of the preferred supplier group. They can be purchased from any approved whiteware dealer if the purchase is deemed appropriate. The condenser dryers available from Fisher and Paykel meet the healthy homes standards and are energy efficient.

## Delivery information (excluding COVID-19)

⚠ Deliveries may be delayed due to limited distribution. Mainfreight will contact the client to make an appointment.

The product will be delivered depending on when the order is placed.

- If the order is placed before 2:20pm, the product will be dispatched at end of the day and transported overnight.
- If the order is placed after 2:20pm, add one day to the projected delivery dates.
- If the order is placed on the weekend, add 2 days to the final delivery dates.

Delivery	Location
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Next day delivery	Auckland, Christchurch.
2 Day Delivery	Whangarei, Thames, Hamilton, Tauranga, Rotorua, Taupo, New Plymouth, Gisborne, Napier, Wanganui, Palmerston North, Wellington, Blenheim, Nelson, Timaru, Dunedin, Cromwell, Invercargill.
3 Day Delivery	All other towns, all rural areas.

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## Processing

### Processing a whiteware application

This process is for CSRs, case managers and StudyLink officers.

**Note:** Don't auto-approve these payments. You must go to the S2P Authentication queue and select the Sub Queue 'Whiteware'.

Step	Action
1.	<p>Launch 'Hardship Assistance' in CMS.</p> <p>Click 'Create Application' to open the 'Lodge application' page.</p>
2.	<p>Under 'Need', select 'Washing machine or Fridge /Freezer' from the dropdown menu.</p> <p>Under 'Amount Requested', enter the correct amount from the online catalogue.</p>

	<p>If the client is applying for multiple needs over the phone (for example they are also applying for food), you need to add a new 'Need' under the Washing machine or Fridge/Freezer Need.</p> <p>In the 'Client's Reason for Need' field enter a brief reason, written as though you were the client. For example: "My washing machine isn't spinning. I bought it 15 years ago, and I've been told it's not worth repairing."</p> <p>Click 'Create Application' .</p>
3.	<p>In 'Application Comments' enter:</p> <ul style="list-style-type: none"> <li>• HA (Hardship Application number):</li> <li>• CCID:</li> <li>• Model Number: (letters and numbers)</li> <li>• CA Number: (numbers only)</li> <li>• \$:</li> <li>• Address and contact details confirmed:</li> <li>• Confirmed client has measured available space:</li> <li>• Other information for delivery purposes: (for example, client has a dog, client lives on second floor, etc)</li> </ul> <p>Ask the client if we have permission to provide their personal details to Fisher &amp; Paykel.</p> <p>Click 'Save'.</p>
4.	<p>If the client is already an active non-beneficiary or has 2 registered benefits, the system will redirect you to 'Hardship Assistance Select Benefit for Offset'.</p> <p>Select the relevant 'Offset Benefit' from the dropdown menu.</p>
5.	<p>Open 'Application Questions' to answer the 'Application Level Questions'.</p>

	Click 'Next'.
6.	Complete the 'Need Specific' questions.
7.	<p>The 'Recommend Summary' screen will display.</p> <p>Check the recommendation is 'Grant'. The 'Pay' and 'Recovery Rate' fields will auto-fill.</p> <p>If the recommendation is 'Decline', go back and check you correctly answered the previous questions.</p> <p>A hardship application may decline for several reasons, including:</p> <ul style="list-style-type: none"> <li>• high departmental debt</li> <li>• the cost exceeds the 6-week advance limit</li> <li>• the cost exceeds advance balance entitlement.</li> </ul> <p>If you have done a full FACE check and think there are good reasons to grant the assistance, talk to a manager client service delivery.</p> <p>Contact Helpline (ext 46401) if you need advice.</p>
8.	<p>Go to the 'Manage Recommendation' screen and click the magnifying glass to search, which will bring up the 'Supplier Search' box.</p> <p>Enter:</p> <ul style="list-style-type: none"> <li>• Fisher &amp; Paykel Appliances Ltd in the Supplier Company Name field</li> <li>• Fisher &amp; Paykel NEW APPLIANCES in the Supplier Trading Name field.</li> </ul> <p>You can also search by Supplier ID: CUR000152142.</p> <p>Don't just use Fisher &amp; Paykel for both fields.</p>

- In 'Items', add the model number from the catalogue.
- In 'Quote Date', choose today's date from the calendar.
- In 'Quote Reference', enter the client's SWN.

Click 'Recommend & Continue'.

## 9. Repayment rate

Tell the client the offset rate and ask:

“Do you agree that the information you have provided is true and correct and you agree to repay this money?”

Advise the client that if they agree, they must state: “I agree”.

The rate at which the client repays MSD is calculated by our system. The amount must be paid within 24 months.

If the client disagrees with the offset rate, discuss the most suitable repayment rate and make the necessary adjustments.

In the 'Application Recommendation' screen, select 'Edit' and enter the new recovery rate.

Click 'Save'.

## 10. In the 'Add Payment Method' screen, in the 'Payment Number' field, enter: 99999999 (8 digits).

Whiteware payments (excluding repairs) are paid directly to Fisher & Paykel.

Click 'Submit'.

	<p><b>Note:</b> Your manager client service delivery must add a note to the application to say they have approved the grant if the client had nil/negative balance or you are granting a front loader washing machine.</p>
11.	<p>The 'Hardship Assistance Approval Summary' screen will display payments that will be processed.</p> <p>Click 'Close'.</p> <p>Submit the application for S2P authentication using the 'Whiteware' queue.</p>
12.	<p>Tell the client the following:</p> <ul style="list-style-type: none"> <li>• Fisher &amp; Paykel whiteware is delivered by Mainfreight, who will contact them to arrange a delivery time.</li> <li>• If they don't have a contact phone number, they must call Fisher &amp; Paykel on 0800 673 424 within their area's delivery timeframes to organise delivery.</li> <li>• If they haven't heard from Fisher &amp; Paykel 48 hours after lodging an application, they should contact them directly on 0800 673 424.</li> <li>• They must be home at the arranged time when a product is delivered. If they aren't, they must call us to arrange a second delivery – they will be charged an additional fee for a second delivery. If they can't pay for this, the cost will be added to their debt with MSD.</li> </ul>
13.	<p>Fisher &amp; Paykel will receive the order.</p>
14.	<p>Once payment is approved and the transaction completed, click on the 'Hardship Application' to 'view' your action.</p> <p>The 'View Application' page will open.</p>
15.	

Ask the client if they need a copy of their application form.
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Go to the Home screen, choose local and print the 'Hardship Assistance Application Form'.
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## **Delivery cancellations, returns and change of address**

Follow the processes below if the client wants to cancel or change a delivery, change address, or return an appliance.

### **Cancelling an order before delivery**

If you need to cancel an order for whiteware before delivery, email Fisher and Paykel:

To: [msdsupport@haier.co.nz](mailto:msdsupport@haier.co.nz)

cc: [Procurement whiteware@msd.govt.nz](mailto:Procurement_whiteware@msd.govt.nz)

Subject: Please cancel order

Client's name and client number

Update the Hardship notes to reflect a request to cancel the order has been sent to Fisher & Paykel and cc'd to Procurement.

A 20% restock fee (of the full cost) may apply. This will be charged if Mainfreight, the third-party delivery courier, has already picked up the appliance from the Fisher & Paykel warehouse. This will not be charged if Mainfreight have not yet picked up the appliance. The restock fee is due to the costs incurred in the pick-up, transportation and restocking of the appliance. Fisher & Paykel will inform you if it has been charged.

Once an appliance is delivered and the client has signed the delivery docket, they become the owner of the appliance and

the order cannot be cancelled. For more information, see information below on [returning items that aren't broken](#).

### **Refunds from Fisher & Paykel for cancelled orders**

Refunds for cancelled orders are returned to the MSD Crown Revenue team and are paid against the client's oldest debt.

Crown Revenue will add notes in CMS confirming the refund action. This process can take up to 6 weeks from cancellation.

### **Change of address before delivery**

Clients must contact us to change their address. They can't change their address directly with Fisher & Paykel.

The product can only be unpacked and installed at the address that's in the application. If it's delivered to another address it won't be covered under warranty. If the client insists that it be delivered elsewhere, we need to understand why.

If their reason is valid:

- add clear notes explaining the reason in the CMS
- email Fisher & Paykel with the client's full name, SWN and new address details, and cc Procurement.

### **Delay delivery**

We can delay delivery if the reason is valid (for example, there are roadworks outside the client's house).

If their reason is valid:

- add clear notes explaining the reason in the CMS
- email Fisher & Paykel with the client's full name, SWN and new address details, and cc Procurement.

The client must also call Fisher & Paykel on 0800 673 424 in case the email isn't received in time.

### **Returning an appliance that isn't broken**

Clients can't return whiteware because they no longer want it, or it's the wrong size. Fisher & Paykel is under no obligation to take it back unless there's a recall or fault that is not caused by user error.

<b>Scenario</b>	<b>Action</b>
The client advises the appliance delivered is not what they were wanting, or is the wrong size and want to make a change.	Let them know they may be charged a 20% (of full price) re-stock fee. This is a decision Fisher & Paykel will make.
The client has used the appliance it becomes second hand,	Fisher & Paykel aren't required to refund or replace the appliance, unless there's a manufacturers fault or the appliance is covered under the two year warranty.
The client used the whiteware but no longer wants it.	They can do what they like with it. However, let them know we may not be able to help them again in the future as we've granted them whiteware before.

### **Special orders**

Special order appliances (such as front load washing machines or fridge-freezers with the fridge on top) can be viewed in the Fisher & Paykel catalogue and ordered the same way as other appliances.

These should only be ordered if people need them due to space restrictions or medical reasons (for example it's hard for them to reach down into the fridge). You'll need to add the reason into your notes or the payment won't be approved. You don't need manager approval to order them.

If a client has exceptional circumstances for an appliance that isn't in the Fisher & Paykel catalogue, staff must do the following:

1. Email National Office using the [procurement\\_whiteware@msd.govt.nz](mailto:procurement_whiteware@msd.govt.nz) inbox. The email should explain why the client needs an appliance that isn't in the Fisher & Paykel catalogue.
2. Leave the Hardship Assistance at the 'in progress' stage. The client will be told the process and be contacted once a suitable appliance has been determined.
3. Partnerships and Programmes will get in contact with Fisher & Paykel to see if they have an appliance available that suits the client's exceptional circumstance.
4. Fisher & Paykel will provide a quote and a link to a recommended appliance. Partnerships and Programmes will forward this to you.
5. If the client is happy that this will meet their need, complete the Hardship Assistance application noting this is a special order with the relevant CA# and amount.

The authentication process is business as usual, send a task to Hardship Assistance – Whiteware queue. Centralised Services will authenticate payment and request the order through Fisher & Paykel.

## **Replacing or repairing whiteware**

In some circumstances, Fisher & Paykel may repair or replace whiteware. There may be a recoverable fee for this.

A brand new product will have a 2-year warranty. Fisher and Paykel can also repair or replace any product, if needed, while it's under warranty.

When a client gets a whiteware product it will also be covered by the Consumer Guarantees Act. For more information on this, see:

[Consumer Guarantees Act \(Consumer Protection website\)](#)

### Faults outside the 2-year warranty period

If the appliance is faulty but it's outside of the Fisher and Paykel 2-year warranty period, the client isn't obligated to use Fisher and Paykel for repairs (they can choose their own whiteware repair service).

If the client wishes to use Fisher and Paykel to have the appliance repaired, follow the steps below.

Step	Action
1.	<p>Talk to the client about what caused the fault.</p> <ul style="list-style-type: none"><li>• If the issue is due to user error (for example, the washing machine is blocked by items like hair pins or money), Fisher &amp; Paykel will charge for the call-out and any repairs.</li><li>• If the issue is a manufacturing fault that can be repaired, Fisher &amp; Paykel will replace the faulty part, or the machine, under warranty – there is no call-out fee.</li></ul> <p><b>Note:</b> If the client meets the hardship criteria and has a payment card, complete a hardship application as the client might not find out what the issue is and if there's a fee until the technician visits.</p>
2.	<p>Check if the whiteware is covered under the 2-year warranty by clicking on the 'View history' tab in the 'Hardship Application' screen to see when the client purchased the whiteware.</p>

If the whiteware is covered under warranty, Fisher & Paykel will send one of their service technicians to the client's address to work out what the issue is and decide if repairs or a replacement machine or parts are required.

If the client qualifies for assistance with the call-out fee, payment will need to be loaded onto their payment card before the technician visits.

If a payment isn't required, any funds loaded onto the payment card will expire and the client won't have a debt to repay.

**Note:** If the client or any other person other than a Fisher & Paykel technician tries to repair the appliance during the 2-year warranty period, this will void the warranty.

3. Check if client meets the qualifying criteria for an Advance Payment of Benefit or a Recoverable Assistance Payment (RAP).
- If the client meets the criteria and the combined callout/service fee and repair cost is \$284 or less, it is recoverable, and they'll need to repay it weekly from their benefit payments
  - If the client doesn't meet the criteria, let them know they'll need to fix or replace the machine themselves. Don't follow this process any further.

For information on eligibility, see:

[Advance Payment of Benefit Qualifications \(Map\)](#)

[Recoverable Assistance Payment Qualifications \(Map\)](#)

4. Check if the client has a payment card with a PIN and knows how to use it.

**Client doesn't have a payment card**

If the client doesn't have a payment card, tell them to go to their nearest service centre (with ID) to get one.

### **Check the client has set a PIN on their payment card**

Go to the 'Payment Card Summary' screen in CMS and check under the 'PIN status' field. If the client has not set a PIN, advise them they **must** set a PIN before the technician arrives. For more information, see: [Payment card PINs](#)

### **Client has a payment card**

If they do have a payment card, tell them \$284 (per appliance) will be loaded onto their payment card, and they must pay the Fisher & Paykel service technician via EFTPOS during the technician's visit.

To use a payment card, the client must:

- select CHQ account
- enter the four digit PIN they have set
- sign the receipt for the retailer to compare to the card.

For more information on payment cards, you can direct the client to: [Payment Cards \(Work and Income website\)](#)

5. Launch 'Hardship Assistance' in CMS. Select the correct need type.

- If the client on a main benefit, use 'Appliances'.
- If it's a non-beneficiary client, use 'Other Emergency Payment'.

Enter the amount: \$284.

	<p>In the 'Client's reason for need' field, briefly enter the reason, as if the client has written it. For example: “I need my washing machine fixed because it keeps stopping during the spin cycle”.</p>
6.	<p>In 'Application comments', enter:</p> <ul style="list-style-type: none"> <li>• CCID: Y</li> <li>• Amount: \$284</li> <li>• Address and contact details confirmed.</li> </ul> <p>If the client has applied for the remaining balance because the cost was more than \$284, then enter that amount only.</p>
7.	<p>Open 'Application Questions' to answer the 'Application Level Questions'.</p> <p>Click 'Next'.</p>
8.	<p>Complete the 'Need Specific' questions. The amount in the last field will carry over from what you entered at Step 6.</p> <p>The recommendation will 'Decline' if you exclude the 2 fields below, and the answer to the rest of the questions is 'No':</p> <ul style="list-style-type: none"> <li>• 'Can the need be met in any other way?'</li> <li>• 'Has similar assistance been granted in last 12 months?'.</li> </ul>
9.	<p>The 'Recommend Summary' screen will display.</p> <p>Check the recommendation is 'Grant'. The 'Pay' and 'Recovery Rate' fields will auto-fill.</p> <p>If the recommendation is 'Decline', go back and check you correctly answered the previous questions.</p>

	<p>A hardship application may decline for several reasons, including:</p> <ul style="list-style-type: none"> <li>• high departmental debt</li> <li>• the cost exceeds the 6-week advance limit</li> <li>• the cost exceeds advance balance entitlement.</li> </ul> <p>If you have a done a full FACE check and think there are good reasons to grant the assistance, talk to a manager client service delivery.</p> <p>Contact Helpline (ext 46401) if you need advice.</p>
10.	<p>In the 'Manage Recommendation' screen, click the magnifying glass to search, which will bring up the 'Supplier Search' box.</p> <ul style="list-style-type: none"> <li>• Enter Fisher &amp; Paykel in the Supplier Name field and in the Supplier Trading Name fields. Click 'Search'.</li> <li>• You can also search by Supplier ID: CUR001730816.</li> <li>• Select 'Fisher &amp; Paykel WHITEWARE REPAIRS'. Make sure the correct supplier is selected.</li> <li>• In 'Items', enter Whiteware Callout and Repair Fee.</li> <li>• In 'Quote Date', select today from the calendar.</li> <li>• In 'Quote Reference', add the payment card number.</li> </ul> <p>Make sure the payment method is 'Payment card'. If the client says their payment card is not working or the cost exceeds \$284 the payment will be by direct credit, if approved by a manager client service delivery.</p> <p>Extend the payment expiry by 21 days.</p> <p>Approve the application.</p>
11.	Repayment rate

	<p>Tell the client the offset rate and ask:</p> <p>“Do you agree:</p> <ul style="list-style-type: none"> <li>• the the information you have provided is true and correct and you agree to repay this money?</li> <li>• to use this payment for the purpose it was approved for?”</li> </ul> <p>Advise the client that if they agree, they must state: “I agree”.</p> <p>The rate at which the client repays MSD is calculated by our system, which must be paid within 24 months.</p> <p>If the client disagrees with the offset, discuss the most suitable repayment rate and make the necessary adjustments.</p> <p>In the ‘Application Recommendation’ screen, select 'Edit' and enter the new recovery rate.</p> <p>Click 'Save'.</p>
12.	<p>In the ‘Add Payment Method’ screen, select the relevant Payment Card Number.</p> <p>Click ‘Submit’.</p> <p>Click ‘Approve Payment’ twice in the ‘Approval Summary’ screen.</p>
13.	<p>Ask the client:</p> <ul style="list-style-type: none"> <li>• to confirm their address</li> <li>• if we have permission to share their address with Fisher &amp; Paykel.</li> </ul>
14.	<p>Tell the client the following:</p>

	<ul style="list-style-type: none"> <li>• Fisher &amp; Paykel will contact them within 2 working days to make sure they have a loaded payment card and to arrange a time for the Fisher &amp; Paykel service technician to visit. If they don't hear from them, the client should call Fisher &amp; Paykel Customer Care Line on 0800 673 424.</li> <li>• They will pay the technician using their payment card via EFTPOS.</li> <li>• If the technician says the costs exceed \$284 then the client: <ul style="list-style-type: none"> <li>• may need to pay a call-out fee</li> <li>• must call us to discuss if they should apply for the extra cost to fix the machine or purchase a new appliance.</li> </ul> </li> <li>• If a payment is not required, any funds loaded onto the payment card will expire and the client won't have a debt to repay.</li> </ul>
15.	<p>Send an email to Fisher &amp; Paykel at <a href="mailto:msdsupport@haier.co.nz">msdsupport@haier.co.nz</a></p> <p>Subject: Call-out/Service fee payment</p> <p>Include the:</p> <ul style="list-style-type: none"> <li>• SWN</li> <li>• client's name</li> <li>• address, with directions if needed</li> <li>• contact number</li> <li>• supplier name: Fisher &amp; Paykel WHITEWARE REPAIRS</li> <li>• payment card number</li> <li>• payment amount.</li> <li>• payment expiry date.</li> </ul>

## **If the client has a complaint about Fisher & Paykel**

To deal with client complaints about Fisher & Paykel, follow the process under step 2 in this page:

[How to lodge a complaint](#)

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## Terms and conditions

### **Health and Safety requirements**

Fisher and Paykel technicians and Mainfreight delivery staff must follow health and safety requirements when repairing and delivering whiteware. This includes safety boots being worn at all times, both outside and inside the client's home.

Tell clients about this requirement prior to repair or installation.

### **Call-out fees**

The maximum combined callout/service fee and repair cost is \$284.

### **More information**

For more information on preferred supplier arrangements for whiteware, see:

[Preferred supplier arrangement for fridges, fridge-freezers, freezers and washing machines \(Doogle\)](#)

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## About Procurement tender

### **Info about the Procurement tender process and some FAQs to help you**

If staff have any questions, or are approached by interested parties in the market seeking information, please email:

Procurement and Commercial Services team:

[MSDwhiteware2025@msd.govt.nz](mailto:MSDwhiteware2025@msd.govt.nz)

## Expand for Whiteware tender FAQs

### 1. What is procurement?

In the context of NZ Government, procurement is a process whereby Government agencies acquire goods, services, and works from external Providers often with the use of a tendering or competitive bidding process. The process involves planning, sourcing, and managing contracts.

### 2. Why do we do procurement?

When a government agency, such as MSD buys goods, services or works, we must adhere to the Government Procurement Rules. The Government Procurement Rules help to support good market engagement, which leads to better outcomes for agencies, suppliers, and New Zealand taxpayers.

### 3. What is the Social Security Act and Ministerial Direction

The Social Security Act 2018 (the Act) is the primary legislation that governs the administration of social welfare benefits and services in New Zealand, covering assistance programmes, eligibility criteria and obligations for beneficiaries.

Under the Act, Ministerial direction is issued by Government Ministers to guide MSD.

For the context of whiteware, Ministerial direction states that MSD may enter contracts on behalf of the Crown for the supply of (selected) whiteware goods and services.

### Whiteware Procurement Process: Questions and Answers

### 4. What goods are covered?

- Combined refrigerator-freezers
- Separate freezers
- Separate refrigerators
- Washing machines

### 5. Are dryers included?

Dryers/combined washer-dryers are not included in this procurement.

### 6. What services are covered?

- Ordering and transaction process
- Nationwide delivery and installation
- Appliance removal and disposal
- Customer services
- Servicing and repairs
- Management and reporting

### 7. What is the timeline of the procurement process?

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Deliverable	Dates
Tender is issued to the market	February 2025
Tender closes	March 2025
Evaluation	March/April 2025
Contract Negotiation and Signing	May/June 2025
Contract Start Date	September 2025

#### 8. Where can the tender information be found?

The whiteware tender can be found on the Government Electronic Tenders Service (GETS). GETS is a service managed by New Zealand Government Procurement that is designed to promote open, fair competition for New Zealand Government contract opportunities.

Suppliers can register to GETS here - [GETS - Government Electronic Tender Service | Supplier Login](#)

#### 9. Who can participate in the procurement process and respond to the tender?

Any Supplier can respond to the whiteware procurement process however Respondents are required to meet a set of pre-requisites for their proposal to be evaluated and considered.

#### 10. Who can we contact to find out more about this tender.

[MSDwhiteware2025@msd.govt.nz](mailto:MSDwhiteware2025@msd.govt.nz)

#### 11. Will there still be a service agreement for appliances?

Yes, an agreement will still be in place for clients to access, to have their appliances serviced and/or repaired.

### Client and Frontline: Questions and Answers

#### 12. Why are we changing the current arrangement?

We have had an agreement with the existing provide (Fisher and Paykel) since 2018. Government Procurement Rules require us to tender these goods and services in an open, fair, and competitive market to ensure we are receiving value or money.

#### 13. Who will the new Provider be?

The Provider has not been determined yet. Will be able to confirm the outcome once contract negotiations have been finalised.

#### 14. Will the whiteware ordering process change?

It is possible that there could be changes to how whiteware is purchased and paid. The changes (if any) will be confirmed once contract negotiations have been finalised. We will provide you with details about any changes before the new agreement comes into effect.

#### 15. Will there be any changes to how clients access hardship assistance for whiteware?

No, when a client has an immediate and essential need for whiteware they will still go through the process of contacting MSD and engaging with frontline staff (either face to face or via phone) to undertake a hardship assistance application process.

#### 16. Will there be a wider selection of appliances to choose from?

We will not be a position to advise about this until an agreement with the preferred supplier is signed. We expect this to be in June 2025. We will provide you with full details of any changes to the current whiteware programme at this time.

17. Can clients purchase whiteware under the new agreement now?

The new contract goes live in September 2025. Existing arrangements will continue to operate until then.

18. Will there be a catalogue in the future?

It is possible there may not be a catalogue of goods/products in the future. Any changes to operational processes (if applicable) will be communicated ahead of time.

19. Will the new contract provide for the delivery and installation of the new appliance, the removal of the old appliance and a maximum service fee

Yes.

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