

# Washing Machine Exchange Program

Helping low-income households replace inefficient washing machines to boost water and energy efficiency and reduce the cost of living.

## Background

This NSW Government initiative targets water savings at the household level, a key priority of the NSW Water Strategy.

It supports low-income households to reduce their living costs while boosting water and energy efficiency.

The program encourages low-income households to purchase a discounted energy and water efficient front-loading washing machine to replace an old top-loading washing machine, reducing water and power use. This is great for the environment and for easing cost of living pressures.

The program is being delivered by the Department of Climate Change, Energy, the Environment and Water. The Good Guys were awarded the contract to supply the washing machines following a competitive tender.

Replacement washing machines will save approximately 20,000 litres (20 kilolitres) of water each year per machine, while reducing annual household water, electricity and detergent costs by \$250 on average.



## Who is eligible?

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 Affairs
- have an existing top-loading washing machine to exchange.

\*A Commonwealth Seniors Health Card is not sufficient for this offer

You must meet all the eligibility requirements listed above to participate in the program.

## How much will this cost?

Successful applicants will pay \$250 (incl. GST) which includes the washing machine, delivery, installation, and two-year warranty. The old washing machine will be removed and recycled.

## When do applications open and close?

Applications for round one of the program will open 1 July 2025 and close when all machines are allocated. Subsequent rounds will likely take place.

## How long does it take to process applications?

It will take 5 to 10 minutes to lodge an application. Applications will be approved on the spot.

## 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 water and energy savings and the best bulk price, so we can buy more machines, and more people can benefit from the program.

## All the washing machines were out of stock when I applied, when will more become available?

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 be notified of any new rounds of the washing machine exchange program, sign up to our newsletter or visit our website.

## For more information

Contact us: [washingmachines@dpie.nsw.gov.au](mailto:washingmachines@dpie.nsw.gov.au)