Fresh Start Program Policy

Macarthur FC Sports & Recreation Club Limited

Fresh Start is a program of Macarthur Bulls FC and Oakdale Workers (the **Club**) and Pennytel (the **partner**), supported by the Macarthur FC Foundation Inc (the **Foundation**).

People& businesses in our community donate old working mobile phones. Pennytel and its community arm add a free SIM and get each phone to someone experiencing domestic and family violence who has no safe way to call for help.

This policy explains how a phone gets from a donor's hand to a recipient's: how it is dropped off at games and at the Club, how we give every donor a receipt, how we look after phones while we hold them, and how a person in need can claim one.

Policy detail	Entry
Policy owner	Chief Executive Officer
Approved by	Board of Directors
Effective date	5 November 2026
Review cycle	Every year, and after any incident or change to the program
Applies to	Directors, employees, volunteers, donors, partner organisations (including the Foundation) and recipients
Related policies	Domestic and Family Violence, Privacy, Code of Conduct, Child Safe, Complaints, Work Health and Safety
Contact	Fresh Start Coordinator, Claire Montgomery Phone: 1800 462 855 Email finance@oakdaleworkers.com.au

1. Purpose and principles

Someone who is being watched or controlled by a partner often cannot make a call, send a message or search for help without being found out. A second phone that the partner doesn't know about, with a SIM in it and credit on it, changes that. It lets a person ring a support service, speak to police, line up a safe place to stay or keep in touch with family and friends.

The Club can't provide support services, and doesn't try to. What it can do is collect phones, look after them properly and pass them to people who do the support work. Everything in this policy follows from that.

Principle	What it means in practice
The recipient's safety comes first	If convenience and safety pull in different directions, safety wins. We will slow the program down before we put a recipient at risk.
Privacy	Donors' data is wiped and not looked at. Recipients are never asked to explain their situation or prove anything to the Club.
Dignity	A phone is a gift. It has no cost, no conditions and nothing to pay back.
Accountability	Every phone is logged when it arrives and tracked until it leaves our hands. Every donor gets a receipt.
Partnership	The Club collects and holds phones. Pennytel prepares them. The Foundation supports the program with handsets and information. Support services decide who needs a phone and make sure the person gets other help too.

2. How Fresh Start works

Step	What happens
1. Donate	A donor brings an old working phone to a drop-off point at a home game or at the Club.
2. Receive	A trained staff member or volunteer checks the phone, logs it and gives the donor a receipt.
3. Store	The phone goes into a sealed, numbered bag, is entered in the register and is locked away.
4. Prepare	Pennytel collects the phones, tests and resets each one and fits a free SIM.
5. Claim	A person in need receives a phone through a support service or the confidential contact point.
6. Record	The Club and Pennytel keep records and report on the program without naming recipients.

3. Roles and responsibilities

Role	Responsibility
Board	Approves this policy, receives a report on the program each year and makes sure it has the people and money it needs.
Chief Executive Officer	Owns this policy and is answerable to the Board for it. Appoints the Fresh Start Coordinator.
Fresh Start Coordinator (Claire Montgomery)	Runs the program day to day. Trains the people who staff drop-off points, holds the register and the receipt books, arranges collection by Pennytel, keeps the list of partner services and is the Club's contact for Pennytel, the Foundation and the support services. Decides doubtful cases under section 4. Reports to the CEO.
Duty manager	Responsible for the drop-off point and the secure storage during each shift or match day. Counts the bags at close and signs the register.

Role	Responsibility
Drop-off staff and volunteers	Receive phones, complete the receipt and the register entry and lock the phone away. Must complete the briefing in section 15 before they take a shift.
Macarthur FC Foundation Inc	A partner in the program. Supplies handsets, SIMs and plan recharges where it has them, provides Foundation information and brochures to go with each phone and helps link the program to community organisations.
Pennytel	Collects phones from the Club, tests and resets them, checks the IMEI, fits SIMs and confirms that each phone is safe to use before it is handed over.
Pennytel community arm and partner services	Decide who receives a phone and hand it over. Support the person with anything else they need.

4. Which phones we accept

We can accept a phone that:

- works, turns on and holds a charge, and has a screen that is readable and not badly cracked
- is the donor's own, or is being given with the owner's permission, and is not stolen or still being paid off
- has been signed out of Apple ID, Google and any other account, with "Find My" or any activation lock turned off
- has a battery with no swelling, overheating or leakage
- has no large cracks, exposed components, corrosion or liquid damage
- is not locked to a network
- works on a 4G network or better

A charger and cable are very welcome but we will take a phone without one.

We turn away a phone that fails any of these tests, and the Fresh Start Coordinator makes the call in doubtful cases. A phone we can't use is still not wasted. It goes for recycling under section 12.

Staff and volunteers should not accept:

- a phone that is hot, swollen, leaking or smells of burning (see section 8 for what to do)
- a phone that is still locked with the donor's passcode and can't be unlocked while the donor is at the desk
- a phone from a child under 18 who is not with a parent or guardian
- a phone that the person says was "found" or "lost by a friend". Lost property at a game is dealt with under the Club's usual lost property procedure, not by Fresh Start.

Bulk and Foundation handsets

Businesses, schools, community groups and the Foundation sometimes give several phones at once. These are received by the Fresh Start Coordinator or a person she names, not at a game-day table. Each phone is logged individually and the donor gets a single receipt that lists them all.

Handsets that come from the Foundation with a SIM and a first month's recharge are handed to Pennytel for the same checks as every other phone before they go to a recipient or a partner organisation. Foundation brochures are included with each phone.

5. Before you donate

We ask donors to do the following before they come to the table. The same list is printed on the donor checklist in Appendix D, which is available at every drop-off point.

- Back up anything you want to keep, such as photos and contacts.
- Sign out of every personal account, including Apple ID, Google, social media, email and banking apps.
- Turn off "Find My" or any activation lock.
- Take out the SIM card and any memory card, and keep them.
- Reset the phone to factory settings if you can. Pennytel will do this again before the phone goes to a recipient, so don't worry if you can't.
- Bring the charger and cable if you still have them.

Staff and volunteers can help a donor who is stuck, for example by showing them where the SIM tray is. They will not log in to, look through or handle a donor's accounts, photos or messages. If a donor needs help signing out, we would rather they take the phone home and bring it back another day than have a stranger go through it.

6. Dropping off a phone at games and at the Club

Where and when

- **Home games.** A Fresh Start table at [insert location, such as the main gate or the fan zone]. It opens [insert time] before kick-off and closes [insert time] after the final whistle.
- **Oakdale Workers.** The reception desk, during [insert opening hours].
- **Macarthur FC offices.** The front desk, during [insert office hours].
- **Other venues.** Any other partner venue that the Fresh Start Coordinator has approved in writing.

Current drop-off points and times are published on the Club's website and social media and on signs at the venue. www.macarthurfc.com.au. If a drop-off point has to close at short notice, for instance because of weather or a staff shortage, the duty manager puts a sign on the table and does not leave a box unattended.

Setting up a drop-off point

Every drop-off point has:

- a Fresh Start sign and a copy of the donor checklist
- the numbered receipt book (or the receipt app on the Club tablet), the phone register, a pen and a stock of tamper-evident bags
- a lockable container that is kept out of public reach and never left unattended, so donors do not put phones into an open box
- two trained people at a match day table, or one trained person at reception, who are able to give a donor a moment of privacy

Receiving a phone

When a donor hands over a phone, the person on the table will:

1. Thank the donor and check the phone against section 4. Look at the screen, the back and the edges of the phone for cracks and swelling.
2. Check that the donor has signed out of their accounts and taken out the SIM. If they haven't, offer to wait while they do it or ask them to come back.
3. Write down the make and model, and the IMEI number. The IMEI shows if you dial *#06# or look under Settings, About.
4. Ask whether the donor wants their name on the receipt. They don't have to give it.
5. Fill in the receipt, give the donor the top copy (or send it by email) and keep the duplicate. See section 7.
6. Put the phone and charger in a tamper-evident bag, write the receipt number on the bag and seal it.
7. Put the sealed bag in the lockable container straight away.

Phones are not put in a pocket, handbag or desk drawer, not taken home, not switched on to see how they work and not used for any reason. If a phone turns out to hold a donor's personal data, switch it off, tell the duty manager and hand it to the Fresh Start Coordinator. Do not read anything on it.

If a donor changes their mind

A donor can ask for their phone back at any time until it has been handed to Pennytel. They will need their receipt or the receipt number. The Coordinator checks the register, retrieves the bag and notes the return in the register.

7. Receipts

The Club gives every donor a receipt, and no phone is accepted without one.

- The receipt is written at the drop-off point, at the time of donation. If the donor would rather have it by email, we send it within two business days.
- Each receipt has its own number, in the form FS-[year]-[number], and the same number goes in the phone register and on the sealed bag.
- It shows the date, the drop-off point, the make, model and IMEI, whether a charger came with it, the donor's name if they chose to give it and the name of the person who received the phone. The person who received it signs.
- The donor takes the top copy. The Club keeps the duplicate, or the electronic record, with the register.
- A donor who loses their receipt can ask for a copy and we will reissue it from our records.
- A receipt is proof that the Club has received a phone. It is not a tax receipt and the Club does not give tax advice. [Confirm with the Club's accountant whether the Club or the Foundation can issue deductible receipts for donated goods, and change this wording if so.]

The receipt format is in Appendix A.

8. Secure storage, handling and chain of custody

From the moment we take a phone until the moment we hand it to Pennytel, we have to be able to say where it is.

- Sealed bags are kept in a locked cabinet or safe at [insert location]. Only the Fresh Start Coordinator and the people she names can open it.
- At the end of each match day or shift, the duty manager and a second person count the sealed bags against the register and both sign it. The container is then locked away.
- The register records every phone: receipt number, date received, drop-off point, make, model and IMEI, bag number, the date it went to Pennytel and who signed for it. See Appendix B.
- Nobody uses, borrows or gives away a phone. This includes staff, players, volunteers and their families.
- If a count doesn't match, or a bag is found open or damaged, the duty manager tells the Coordinator the same day. The Coordinator writes down what happened and, if a phone is missing and might hold personal data, tells the donor.

Batteries

Old phone batteries can swell, overheat and, rarely, catch fire.

- Phones are stored in a cool, dry place, out of the sun and out of parked cars, and are not charged while they are stored.
- If a phone is hot, swollen or leaking, do not charge or open it. Put it in a fireproof container or a metal tin away from other phones and anything flammable, and tell the duty manager and the Coordinator.
- A damaged battery is never stored with the other phones and is sent for recycling under section 12 as soon as possible.

9. Handover to Pennytel

- The Coordinator arranges collection by Pennytel [every two weeks / whenever [number] phones have built up, whichever is sooner].
- The Coordinator and a Pennytel representative check the sealed bags against the register and both sign a handover record. The Club keeps one copy and Pennytel keeps the other.
- Pennytel then tests each phone. It checks that the battery is safe and, where the phone reports it, healthy (85% or above), that there are no large cracks, exposed parts, corrosion or liquid damage, that the phone is network unlocked and works on 4G or better, and that a charger cable is available where possible.
- Pennytel checks the IMEI of each phone against the network blocklist before fitting a SIM. A phone that is on the blocklist is not given to a recipient and is dealt with under section 12.
- Pennytel resets each phone to factory settings, removes any remaining accounts and locks and checks that there are no tracking or monitoring apps installed.
- Pennytel fits a free SIM and, for phones from the Foundation, includes the first month's plan recharge.

- Pennytel tells the Club how many phones it prepared, how many it couldn't use and how many have been given out. These reports never name recipients.

10. Claiming a phone

A phone is a gift. It costs the recipient nothing, there is nothing to pay back and it is not a loan.

Who can receive a phone

A phone is for a person who is experiencing, or is at risk of, domestic and family violence and doesn't have a safe way to call for help. They don't have to prove it. They don't need to be a member, a supporter or a customer of Pennytel.

How to claim a phone

There are two ways.

- **Through a support service.** A caseworker, crisis service, health worker, police domestic violence liaison officer or other partner service asks for a phone for a person they are helping. This is the usual way, because the person gets other support as well. [Insert the list of partner services and how to contact them.]
- **Through the confidential contact point.** A person, or someone acting for them, can ask for a phone by calling or emailing [insert confidential contact details for Pennytel's community arm]. Pennytel's community arm will put them in touch with a partner service who will arrange a safe handover.

The Club does not hand out phones at the gate, at reception or at a drop-off table. A staff member or volunteer who is asked for a phone does not turn the person away. They stay calm and kind, give the person the support numbers in section 11 and pass the details on to the Coordinator, who contacts a partner service. They do not ask about the person's circumstances.

Handover

- The partner service or Pennytel's community arm arranges the handover at a time and place that is safe for the person. It is never at the Club or at a game, and never somewhere the person's partner or another person could see.
- The person is shown how to use the phone and given a short safety guide (see section 11).
- The person signs a simple acknowledgement that they have received the phone (Appendix C). They don't have to give an address and a first name or a reference number is enough. If it's not safe to sign, the person helping them notes that they confirmed receipt verbally.
- A phone goes to one person at a time. A person who loses the phone, or has it taken from them, can ask for a replacement the same way.

Misuse

A phone could be requested by someone who wants to use it to locate or contact a victim. This is why phones are only provided through partner services and the confidential contact point, and not from the Club. If a Club employee or volunteer is concerned about a request, they tell the Coordinator, who raises it with the partner service. The Club does not investigate or confront anyone.

11. Safety of recipients and anyone who discloses

- Staff and volunteers don't ask why a person needs a phone, who they are afraid of or what has happened to them.
- A recipient's name, number and any other detail are not shared with donors, staff, volunteers, sponsors or the public. The Club does not hold them, other than a reference number.
- Pennytel does not give the Club the SIM number of a recipient. The Club does not track or contact recipients.
- The Club will not publish photos, stories or statistics that could identify a recipient. Anything about the program that goes out publicly is approved by Pennytel and the partner service first.
- A person who is given a phone is advised how to keep it hidden, to keep the number private, not to share it on social media and to turn off location sharing, where that is safe for them.
- If a staff member or volunteer is told about violence by a donor, a recipient or anyone else, they listen, believe the person, don't investigate or ask for details and give them the numbers below. They then follow the Club's Domestic and Family Violence Policy. Where a child may be at risk they follow the Club's child protection procedures, and tell the Coordinator or the CEO the same day.
- Anyone in immediate danger is told to call Triple Zero (000). Confidential support is available 24 hours a day from 1800RESPECT on 1800 737 732 and the NSW Domestic Violence Line on 1800 656 463.
- Staff and volunteers who find the work distressing can speak to the Coordinator or use the Club's Employee Assistance Program [insert provider and number].

12. Phones that can't be used

- A phone that fails section 4 or that Pennytel can't restore isn't given to a recipient.
- If possible, the phone is returned to the donor. Otherwise it is recycled through an accredited mobile phone recycling program such as MobileMuster, and the register records this.
- Batteries that are swollen, damaged or leaking are recycled separately, and in a safe container, as set out in section 8.

13. Privacy and records

- The Club collects only what it needs for the receipt and the register. That is the donor's name and contact details, if they choose to give them, and the details of the phone.
- Donor information is used for the receipt, the register and for contacting the donor about their phone. It is not used for marketing, and it is not passed on unless the donor agrees or the law requires it.
- The register, receipts and handover records are kept in a secure place for [seven] years and then destroyed. Recipient acknowledgements are held by Pennytel and the partner service, not by the Club.
- The Club handles personal information in line with its Privacy Policy and the Privacy Act 1988 (Cth).
- Nobody photographs a donor, a phone or a recipient for publicity without clear written consent. A photo must never show a phone screen or an IMEI number, and must never show a recipient.

14. Insurance and liability

The Coordinator will confirm with the Club's insurer that donated phones in the Club's care, and the people who handle them, are covered under the Club's policies. The Club is not responsible for data left on a phone by a donor who did not wipe it. This is why we ask donors to sign out of their accounts first and why Pennytel resets every phone.

15. Training

- Everyone who works at a drop-off point attends a short briefing before they start. It covers this policy, how to check and log a phone, how to fill in a receipt, what to do with a damaged battery, what to say to someone who asks for help and the support numbers in section 11.
- The Coordinator runs the briefing, keeps a record of who attended and repeats it at the start of each season.
- Volunteers get the same briefing as employees.
- Nobody takes a drop-off shift without having been through the briefing.

16. Complaints and concerns

A donor, recipient, partner or staff member with a concern about the program can raise it with the Coordinator or under the Club's Complaints Policy. A concern about a recipient's safety is urgent and is dealt with within one business day. A recipient does not have to give a name to raise a concern.

17. Reporting and review

- The Coordinator reports to the Board each year on the number of phones received, given out, recycled and lost, the number of receipts issued, the Foundation's handsets and any incident or complaint. No recipient is identified.
- The Club and Pennytel review this policy every year, after any serious incident and when the program changes.
- The Board approves every change to this policy.

Appendix A: Donation receipt

Field	Entry
Receipt number	FS-[year]-[number]
Date and time received	
Drop-off point	[Home game, date and opponent / Oakdale Workers / Macarthur FC office]
Donor name (optional)	
Donor email or phone (optional, for a copy of the receipt)	
Phone make and model	
IMEI number	
Charger and cable included	Yes / No
Donor has removed SIM and signed out of accounts	Yes / No
Received by (name and signature)	

Thank you for donating to Fresh Start. This receipt confirms that Macarthur FC Sports & Recreation Club Limited (t/as Oakdale Workers) has received the phone described above for use in the Fresh Start program. Your phone will be wiped and used to help a person experiencing domestic and family violence. This is not a tax receipt. If you have questions, contact [insert contact details]. You can ask for your phone back up until it is handed to Pennytel. Please keep this receipt.

Appendix B: Phone register

Field	Entry
Receipt number	
Date received and drop-off point	
Make, model and IMEI	
Condition and accessories	
Sealed bag number	
Count checked and signed (date, two signatures)	
Date handed to Pennytel, and handover record number	
Outcome (given / recycled / returned), from Pennytel's report	

Appendix C: Recipient acknowledgement

Field	Entry
Reference number	
First name or reference only	
Date of handover	
Partner service or contact	
Phone provided with SIM and charger	Yes / No
Safety guide given and explained	Yes / No
Recipient's signature, or verbal confirmation noted by	

This phone is a gift. It has no cost and you do not need to pay anything or return it. Keep it somewhere safe and private. In an emergency, call Triple Zero (000). For confidential support, call 1800RESPECT on 1800 737 732 or the NSW Domestic Violence Line on 1800 656 463, 24 hours a day.

Appendix D: Donor checklist

Before you bring in your phone, please:

- check that it turns on and holds a charge
- back up anything you want to keep
- sign out of Apple ID, Google, social media, email and banking
- turn off “Find My” or any activation lock
- take out your SIM card and memory card, and keep them
- bring the charger and cable if you have them
- reset the phone to factory settings, if you can

When you hand it in you will get a receipt. You can give your name or stay anonymous. Thank you for helping someone reach safety.