



## Frequently Asked Questions

The following questions and answers may be of assistance and help you complete your application.

We encourage you to review the Application Guidelines, Terms and Conditions and 'Grant Writing Tips', together with this FAQ, before commencing your application.

### What type of grants are available?

In recognition that projects supporting mental health vary in size and nature, there are 2 grant types available:

1. Grant funds
2. Advertising space

### Can I apply for both grant funds and advertising space this round?

Organisations may submit up to a maximum of one application per grant type. In the interest of supporting as many projects as possible, organisations can only be awarded one grant per round. A combination of funds and advertising space will not be awarded.

### What is the minimum and maximum amount I can apply for in grant funds?

In the grant funds type, there are three categories available to apply for:

- \$5,000
- \$10,000
- \$20,000

### How does the category for 'advertising space' work?

In the advertising space grant type, organisations can apply for station advertising, valued at **\$100,000. The advertising will appear quarterly from 1<sup>st</sup> July 2025 to 30<sup>th</sup> June 2026. Further information on advertising grants is available at Appendix A of the Application Guidelines.**

Project specific applications are preferred for advertising space grants, however fundraising campaigns will be considered for this grant type. You should submit a draft ad design as part of your application and clearly outline how the advertising will promote your project/organisation, including any 'call to action' for passengers. There will be a chance to refine the artwork if you are the chosen for this grant type.



### **What level of exposure can we expect to receive through an advertising grant?**

With approximately 535,000 passenger journeys taken each day, this can be great exposure for any organisation. It may be possible to target advertising to specific train lines. If you have location specific needs, please include them in your application.

### **What is the key eligibility criteria?**

Applicants must be one of the following organisations with a project related to mental health.

- Deductible gift recipient (DGR) status organisations.
- Not-for-profit entities including charitable organisations and incorporated associations.
- Schools or universities.

If you are unsure of your organisation's entity type, and your organisation has an ABN, you can check the Australian Government's ABN Lookup website [www.abr.business.gov.au](http://www.abr.business.gov.au)

### **Are there any additional criteria our organisation must meet?**

Applicants must be financially viable and be located in, or service, metropolitan Melbourne.

### **How is metropolitan Melbourne defined?**

For the purposes of the grant, metropolitan Melbourne is defined as a local council area containing a Metro train station. Appendix B of the Application Guidelines contains a list of eligible local government areas.

### **What funding categories does a project need to fit within to be eligible for consideration?**

We are supporting mental health programs in the following areas, and grant applications must be aligned to at least one focus area:

- Wellness - preventative care to reduce the risk of poor mental health.
- Education - activities that inform and promote awareness of good mental health.
- Support services - assistance like counselling, psychiatric support or crisis care that directly supports people experiencing mental health challenges.

Organisations should clearly demonstrate the need in the community and provide evidence that project will have a tangible impact in responding to that need.

Refer to Application Guidelines for examples of activities the program will support.



## How will applications be assessed?

Applications will be assessed according to the following criteria:

- The organisation: The applicant has a clear purpose, clearly understands who it is targeting and how it addresses the issue, and has a demonstrated ability to deliver the project as promised.
- Focus area: The project aligns with one of the focus areas (listed above) to improve the mental health of people in metropolitan Melbourne.
- Support
  - Funds grants: The proposal clearly outlines how donated funds will be used and how many people it will assist. The application should include an itemised budget.
  - Advertising grants: The proposal clearly outlines how the advertising will promote the mental health project/organisation, including any 'call to action' for passengers. The application should include a mock up example of the artwork (at least one panel).
- Measures: The applicant can demonstrate activity outcomes with evidence that are measurable, realistic and provides a clear picture of the long-term impact of funding.

## Will my application be considered if the proposed project is within metropolitan Melbourne, but the administration and management of that project is based in a location that is not?

National organisations or organisations based outside Melbourne may apply but must clearly demonstrate that any grant funds will be spent supporting people in or around metropolitan Melbourne. Organisations based outside of Melbourne should provide a letter of support from a local partner with their application.

## The proposed project affects a number of areas however I can only select one train station location on the application form.

Simply select one of the train station locations - the major location you expect to have an impact. You can outline within the remainder of the application the other locations the project affects.

## What about applying through a third party or auspice arrangement?

Organisations that operate under an auspice arrangement and do not meet the abovementioned eligibility criteria, however, have a parent organisation that do, should make the application in the name of the parent organisation, and clearly state the arrangement in the application.

If your organisation is eligible to apply under this type of arrangement, you must first check with the auspice organisation. It is important to note that any successful grants will be deposited into the bank account of the auspice organisation.



### **Our organisation has previously received and grant from Metro Trains. Can I apply again now?**

Organisations that received a Metro Trains community grant in the previous year will not be eligible for this grant round. All other organisations can apply.

### **Our organisation received a grant from Metro Trains last year but now are supporting a different group of people. Can I apply this year?**

No, unfortunately not. In the interests of sharing grant funding with as many organisations as possible you will be ineligible this year.

### **Does my project need to be new, or can I seek funding for an existing program?**

Projects can be new or build off existing projects/programs. However, Metro's contribution and impact must be clearly distinguishable, and applicants must clearly state how any grant funds will be used with tangible evidence of impact demonstrated.

### **Does my project need to be completed by a certain time?**

Projects must have commenced by 31 October 2025 and be completed by 30 June 2026.

### **Is there any way other than online to apply for the Metro Trains grant?**

Applications for the Metro Trains grants can only be made online. We've worked to ensure the application is as simple as possible to understand and complete.

### **Can I get a copy of the Application Form before I apply online?**

Once you start an online application and enter some basic information, you are able to click forward to view all application questions. The platform automatically saves your application when you move to the next page.

### **Are there set word limits for application responses?**

Any limits for an application response are indicated below the relevant text box, showing the maximum number of characters which can be entered. Characters include letters, numbers and spaces. As your response is entered, the number of characters remaining is adjusted accordingly. So keep an eye on this when entering your responses.



### **How do I save and return to my application?**

Once you enter your email address on the 'Contact' page and move to the next page, you will automatically receive an email with a link to go back into your application at any time before the closing date to complete it. The platform automatically saves your application when you move to the next page.

You can also go to the 'Submission' page in the application and click the 'Copy Link' button to copy your application's URL. You can also manually generate an email to be sent to you with a link to your application when you click the 'Email Link' button. If you do not receive it, please check your Junk Email folder. Emails will be sent to the application's primary contact's email address only.

### **I commenced and saved an application, but I did not receive an email with a link to my application. What should I do?**

Emails are sent to the application's primary contact's email address only. If you aren't able to locate it, you should check your Junk folder. Depending on your Inbox setting, the email is sometimes recognised as junk mail and is sent to the Junk folder. If it is not there, please contact our grants administrators Good2Give [grants@good2give.ngo](mailto:grants@good2give.ngo).

### **How do I get a copy of my application once it is submitted?**

You will automatically receive a confirmation email once you submit your application (sent to the primary contact in your application). The confirmation email contains a copy of the full application questions and responses for your records.

### **I have been contacted by Good2Give about my application. What is their role in the program?**

Metro Trains has engaged Good2Give (ABN 32 089 603 314) to assist with administration of the program. You may be contacted by Good2Give directly to acquire additional information, including but not limited to recipient bank details. To expedite the processing of your application, please provide Good2Give with any requested information. <https://good2give.ngo>

### **Should I include GST in my requested funding amount?**

You should include relevant project costs, inclusive of any GST, so we are able to fully consider and potentially support the total funding amount required to implement the service or run the project or program.

### **What does the 'Your Application Experience' question in the application relate to?**

We are eager to make the application process a positive experience. This question allows you to provide feedback on your experience submitting your application, which in turn enables us to review and refresh the application and our processes.



### **Can I attach supporting information such as testimonials, reports, photos, brochures etc to my application?**

Additional support information of up to two A4 pages (PDF files only) can be uploaded on the 'Expenditure' page. The maximum size is 1MB. Note these must be PDF file format.

Organisations located outside of Melbourne are also required to upload a letter of support from a local partner, on the 'Organisation' page. The maximum size is 10MB. Note these must be PDF, Excel or Image files.

### **With an advertising space application, will I need to have digital artwork prepared?**

The application requires the attachment of a mock up example of an advertising asset. The maximum file size is 2MB. Note these must be an image format or either JPEG or PNG (.jpg, .jpeg, .png). You'll also be required to provide a description relating to the proposed advertising artwork.

### **Can I submit a late application?**

The online application link closes at 5pm AES(D)T on the closing date. If you miss this deadline, you will have to make your submission in the next round.

### **How long will it be before I know the status of my application?**

After the application closing time, our process for determining successful or unsuccessful applications may take up to a 12 week period. All applications are reviewed and shortlisted applications validated, to ensure the program criteria is met prior to the grant being paid.

### **How may I learn the status of my application?**

Whether successful or unsuccessful, you will be notified of your application outcome as soon as a decision is made. Correspondence regarding your submitted application will be sent from [info@metrotrains.good2givegrants.org](mailto:info@metrotrains.good2givegrants.org). Please ensure you add this email address to your safe senders.

### **If our application is successful, is there a formal acceptance process?**

To accept a grant, Metro Trains will provide a Funding Agreement for your organisation's review and completion.

### **How will our organisation receive the funds if our application is successful?**

All successful applications bank accounts are validated as part of our processing. Following provision of your signed Funding Agreement, grants funds are electronically transferred by Good2Give into your organisation's bank account. For your records, you will also receive an email at the same time, confirming funds have been transferred.





### **What acquittal requirements are attached to the Metro Trains grant?**

Successful applications are required to provide an online completion report within one month of project completion. It will include having to report against impact measures detailed in the grant application. The report will require successful applicants to provide case studies as demonstration of project outcomes. Projects of 6 months or more will be required to provide an interim report updating Metro Trains on progress of the project. You'll receive email correspondence outlining the specific details as well as a link to the online pages for completion. Once you submit your report the primary applicant will receive an email with the details, for your records.

### **What happens if the proposed project is unable to be implemented due to unforeseen changed circumstances after the funds have been received?**

You must inform the Metro Trains immediately at [community@metrotrains.com.au](mailto:community@metrotrains.com.au) of any substantial change to the project including any change to your organisational charity status or your ability or capacity to complete the project within the dates stated in your application. A Funding Agreement issued to successful applications will contain further details.

### **If my application is unsuccessful, am I able to receive feedback as to why?**

We are very fortunate to receive a high number of worthy applications. However, as you can appreciate we are unable to support all projects. Given the number of applications we receive, unfortunately we are not in a position to provide individual application feedback.

### **How do I find out when the next Metro Trains grant round will open for application?**

Metro Community Grants program generally runs one round annually in the first half of the year. Application dates will be advertised on the Metro website at [www.metrotrains.com.au/community-grants](http://www.metrotrains.com.au/community-grants).