Community Investment Application FAQs

What does Arc Infrastructure look for when assessing applications?

The application must refer to a project within our network area and support at least one of our four key focus areas of Rail Safety, Emergency Services, Health & Wellbeing and Liveable & Sustainable Communities. We will then assess each application using our assessment criteria, as referenced in our Application Guidelines.

What is the maximum amount I can apply for?

Arc Infrastructure will consider applications for up to $20,000. Applications for over $20,000 will require special consideration.

How do you decide how much funding to allocate an initiative?

We will allocate an appropriate amount of funding to an initiative by assessing the impact it will have on the community and its reach. Arc Infrastructure will consider your requested funding amount in context of the measurable benefits it will deliver the community, the amount of people it will reach and the Arc Infrastructure Community Investment Framework.

How long does Arc Infrastructure provide funding for?

Each partnership will start with a one year commitment however our policy allows us to extend the commitment after the initiative's success has been reviewed.

If my application is declined, can I apply again?

Yes. However you will need to apply for the next year.

I was a successful recipient last year, can I reapply for the current year for the same project?

Yes, however unfortunately there is no guarantee that the project will be successful for a second time. With a 5,500km network spanning countless communities, it is difficult for us to provide funding to everyone. As such, each partnership will start with a one year commitment, with an opportunity to extend the commitment after the initiative's success has been reviewed.

Can my organisation apply for more than one partnership in the same year?

You can submit separate applications for different projects within the same year, as long as the applications meet our assessment criteria and terms and conditions.

My initiative involves a number of organisations. Who do I list on my application form?

You will need to provide the names of all organisations involved in the project and how they contribute. You will also need to advise which organisation is primarily responsible for delivering the program.

Can I come and have a meeting with Arc Infrastructure?

We receive a lot of enquiries and unfortunately we can't always meet with everyone. We suggest starting by submitting an online application and if you would like to discuss your application further with us face-to-face, contact us at community@arcinfra.com

Can I receive individual feedback on my application?

Of course. However please be mindful that Arc Infrastructure's freight rail network spans an area twice the size of Great Britain, operating across hundreds of communities. There are so many worthy causes and unfortunately we can't support them all. Should you wish to receive individual feedback, please contact us at

community@arcinfra.com

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

Generally it will take approximately two weeks for the team to review and assess your application, however this may be subject to change depending on the number of applications under review. If you have not heard from our Community team within two weeks, please do not hesitate to follow up at community@arcinfra.com

How can I find out the status of my application?

Our Community team will get in contact with you regardless of whether your application was successful or not. If you have not heard from the team within two weeks, please do not hesitate to follow up at community@arcinfra.com

Will the full amount applied for be awarded if my application is successful?

The amount awarded may be different to the amount originally requested in your application.

What happens if my project is unable to be implemented due to unforeseen circumstances after funds are received?

Please immediately contact your Arc Infrastructure partnership coordinator or email community@arcinfra.com

How do I contact Arc Infrastructure in regards to my application?

You can reach us any time at community@arcinfra.com

Can I apply via email or send my application via post?

For ease of record keeping and to speed up the application and assessment process, we prefer all applications to be made online. Should an email request for sponsorship come in, applicants will be directed to the online form. If applying online is not possible please get in touch with us at community@arcinfra.com

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

Unfortunately not, however you can save your application and return to it as many times as you need before submitting it. You will be sent a PDF copy of the application for your records once submitted.

How can I get back to an application form I have started but not completed?

Simply log back in using your username and password and you will be taken back to the last saved point of your application. To ensure you save as you go, click the 'save and continue' button at the bottom of each section. You can also go back to a previously completed section to edit if required.

I hit submit but did not get an email confirmation and link to my application.

Check your junk folder. If it is not in there, please email the Community team at community@arcinfra.com

Can I attach supporting documents such as brochures, reports etc. to my application?

Yes, you can submit supporting documents up to 8MB including word documents, PDFs, photos and excel spreadsheets if required.

For Further Information

For all enquires please contact the Community team at community@arcinfra.com