

Delivering for our community



Tips and hard rubbish

Council offers a free hard rubbish service to all Hume residents.

Residents are entitled to:

One home collection of hard waste (3m x 1m x 1m)

And one of the following:

A second home collection

or

Two single-axle trailer landfill visits

or

One double-axle trailer landfill visit

To use your tip pass, take your *Rates and Valuation Notice* to the tip with you.

To book in a hard rubbish collection, call 9205 2200.

Learn more at hume.vic.gov.au/waste

Connect with us

9205 2200

contactus@hume.vic.gov.au

hume.vic.gov.au

[HumeCityCouncil](https://www.facebook.com/HumeCityCouncil)

Receive your rates notice in your inbox. Go to hume.vic.gov.au/rates

HumeLink

Hume City Council's multilingual telephone information service.
General enquiries: Telephone 9205 2200

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Για πληροφορίες στα ελληνικά	9679 9818
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Mayor's message

I have seen first-hand the impact COVID-19 continues to have on the Hume community. Council is delivering a range of support and our 2020/21 budget has been prepared with the ongoing impacts of COVID-19 in mind.

The impacts of this pandemic will be felt beyond 2020 and that's why we've set aside an additional \$2.5 million to support our community into the future.

You can read more about Council's targeted assistance for residents, ratepayers, businesses and community groups in this foldout.

We're also supporting ratepayers with:

- [A \\$4 million rate relief package](#)
- [More time to pay](#)
- [Flexible payment plan options](#)
- [Freezing interest on late payments](#)
- [Deferring rates for those in extreme financial hardship](#)

We're building a better Hume and continuing to provide a lifetime of services

For the local economy, we're creating more jobs with a record \$443 million investment over the next four years to deliver the biggest capital works program in Council's history.

We're also providing \$236.22 million in 2020/21 to continue to deliver important day-to-day services for our community.

We're in this together

I'd like to take this opportunity to thank each and every one of you for the kindness and compassion that is being shown to others.

These are challenging times. Please stay safe, stay connected and seek the support you need.

Cr Carly Moore
Mayor of Hume City

Supporting our community through COVID-19 in 2020/21

Hume City Council is supporting our community with a range of initiatives during the pandemic.

We've allocated \$11.5 million from the 2020/21 budget to help with direct rate relief and specific community and local business support packages.

How we're responding to COVID-19:

- \$4 million rate relief package including financial hardship options and an interest freeze on outstanding rates balances from 1 June until 31 December 2020
- Doubling of the Community Grants Program
- Grants for small and medium sized businesses
- Waiver of Food Act registrations
- Waiver of all outdoor dining area permit fees and licence fees
- Grants and fee waivers for local sporting clubs
- Rent relief for tenants occupying Council facilities
- Reduced Council facility hire rates
- Setting discretionary penalties for parking infringements at the minimum for 2020/21
- \$2.5 million set aside for further support to be used as required
- Funding for community groups and services who are providing meals/food packages, food vouchers and support

To access assistance, go to hume.vic.gov.au/coronavirus

Financial hardship options

With many job losses and changes to employment, we reviewed our rates relief to give ratepayers flexible payment options, including the option to defer rates without interest until 31 December 2020, for those in extreme hardship.

We've also introduced a rates waiver which provides up to \$50 relief for eligible residential and rural ratepayers on their primary residence.

If you're having trouble paying your rates due to COVID-19, you can apply for the following:

- A weekly, fortnightly or monthly payment plan**
- Change an existing payment plan**
- Defer your rates**

Apply online

Applications take around five minutes to complete and you will need your property number listed on your rates notice.

Use our online rates payment calculator to help choose the best option for you.

Learn more about these options at hume.vic.gov.au/rates

A lifetime of services

Your rates are at work all year round, funding a lifetime of services for everyone in the Hume community.

Here's a snapshot of services your rates go towards:

CUSTOMER SERVICE

Customer contact centres, phone call centre, after-hours service and 360,000+ requests processed annually

INFRASTRUCTURE MANAGEMENT

Maintaining and managing community buildings, facilities, roads, drains and footpaths

SERVICES FOR FAMILIES

Maternal and child health, childcare, preschools and youth centres

WASTE AND RECYCLING

Kerbside bin collections, tips, hard rubbish and waste education

CITY MAINTENANCE

Graffiti removal, street trees, street lights, street sweeping and roadside litter cleaning

EVENTS AND CULTURE

Major events and festivals, art galleries, community sponsored events and social justice

LEISURE AND SPORT

Leisure centres, sports stadiums and reserves, support for local sports clubs, programs and activities, BMX and skateparks

ECONOMIC GROWTH

Networking, coworking space, business support, tourism, training, employment and recruitment programs

BUILDING AND PLANNING

Permits, subdivisions, statutory and strategic planning, growth area and open space planning

SERVICES FOR OLDER PEOPLE

Seniors centres, home and social support services, delivered meals and respite care

LIBRARIES AND LEARNING

Libraries, learning programs, neighbourhood houses and Hume higher education

PARKS AND OPEN SPACE

Playgrounds, community gardens, dog parks, outdoor exercise and sporting equipment

ADMINISTRATIVE SERVICES

Human resources, safety, information and technology, organisational reporting

ENGAGEMENT

Involving community in decision-making, advocating for community needs

GOVERNANCE

Council meetings, records management, freedom of information, city laws, and pet registrations

SUSTAINABILITY

Walking and cycling infrastructure, energy reduction programs and sustainability workshops

BUILDING A BETTER HUME

We're delivering the biggest capital works program for our future.

Over the next four years, we'll invest a record \$443 million in more than 500 projects.

We're starting more than 150 projects in 2020/21 to boost our local economy and get people back to work.

Project highlights in 2020/21:

\$108.42 million will be invested over the next 12 months to deliver 150 shovel-ready projects

Over \$35 million to make vital upgrades to our local roads and car parking to improve traffic flow

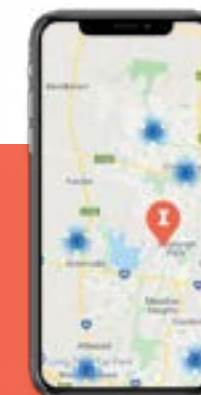
2 new community centres to house maternal and child health and specialist services, preschool and learning spaces

41 reserve and pavilion upgrade projects to support the future of grassroots sport

Over \$5 million on footpaths and cycleways to improve the experience of pedestrians and cyclists, and better connect our city

\$1.53 million upgrading and rehabilitating our drainage infrastructure across the city

Use the interactive map on our website to find out what's happening in your local area:



projects.hume.vic.gov.au

