

## Sostegno al disagio economico

Se avete bisogno di supporto per il pagamento delle spese, avete a disposizione una serie di opzioni.

### Impostate un piano di pagamento online



Potete richiedere piani di pagamento con addebito bancario settimanali, quindicinali o mensili senza interessi per dilazionare il pagamento delle vostre spese.

Le domande richiedono circa cinque minuti e avrete bisogno che il vostro numero di abitazione sia indicato nelle spese e nell'avviso di valutazione.

Visitate il sito [hume.vic.gov.au/rates](https://hume.vic.gov.au/rates) per maggiori informazioni o chiamate il team per le spese al numero 9205 2200.

Per evitare di pagare interessi sulle tasse scadute, assicuratevi di pagare in tempo.

## Tariffa per il servizio rifiuti

Da luglio 2023, il costo dei servizi di raccolta rifiuti e riciclaggio è stato rimosso dalle spese generali ed è diventato un addebito per il servizio rifiuti separato.

Il vostro avviso di pagamento delle spese ora include due nuovi articoli: una tassa per i rifiuti sul marciapiede e una tassa per i rifiuti pubblici. Anche l'importo da pagare per le spese generiche è stato ridotto.

Scansionate il codice QR per maggiori informazioni o visitate il sito

[hume.vic.gov.au/waste](https://hume.vic.gov.au/waste)



## Supporto linguistico



- Arabic
- Assyrian
- Chinese
- English
- Farsi
- Greek
- Hindi
- Italian
- Lebanese
- Nepali
- Punjabi
- Turkish
- Urdu
- Vietnamese

### HumeLink

Multilingual telephone information service

Enquiries 9205 2200

المعلومات باللغة العربية	9679 9815
معلومات باللغة العربية	9679 9809
Za informacije na bosanskom	9679 9816
Za informacije na hrvatskom	9679 9817
Για πληροφορίες στα ελληνικά	9679 9818
Per avere informazioni in italiano	9679 9819
За информације на српском	9679 9820
Para información en español	9679 9821
Türkçe bilgi için	9679 9822
Muốn biết thông tin tiếng Việt	9679 9823
For other languages...	9679 9824

Per informazioni in altre lingue –



[hume.vic.gov.au/translate](https://hume.vic.gov.au/translate)

### Contattateci

📞 9205 2200

@ [contactus@hume.vic.gov.au](mailto:contactus@hume.vic.gov.au)

🖥️ [hume.vic.gov.au/subscribe](https://hume.vic.gov.au/subscribe)

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



# Sosteniamo la nostra crescente e orgogliosamente diversa comunità

Le vostre spese danno frutti tutto l'anno, in quanto finanziano un'intera vita di servizi e progetti importanti per tutti nella comunità di Hume.

Attivate l'invio elettronico dei vostri avvisi di pagamento delle spese in arrivo e partecipate all'estrazione per vincere un buono da \$ 250.



[hume.vic.gov.au/e-notices](https://hume.vic.gov.au/e-notices)



Riconosciamo i Wurundjeri Woi-wurrung, compresi i membri della famiglia attuale del clan Gunung-William-Balluk, come Custodi Tradizionali della terra in cui si trova la city di Hume.



## Financial hardship support

If you need support with your rates payments, there are a number of options available to you.

### Set-up a payment plan online



You can apply for interest-free weekly, fortnightly or monthly direct debit payment plans to spread the payment of your rates.

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

Visit [hume.vic.gov.au/rates](https://hume.vic.gov.au/rates) to learn more or call the Rates team on 9205 2200.

In order to avoid paying interest on overdue rates, make sure to pay on time.

## Waste Service Charge

From July 2023, the cost of waste and recycling services has been removed from general rates and become a separate Waste Service Charge.

Your rates notice now includes two new items – a kerbside waste fee and a public waste fee. The amount you pay in general rates has also been reduced.

Scan the QR code to learn more, or visit [hume.vic.gov.au/waste](https://hume.vic.gov.au/waste)



## Language support



- Arabic
- Assyrian
- Chinese
- English
- Farsi
- Greek
- Hindi
- Italian
- Lebanese
- Nepali
- Punjabi
- Turkish
- Urdu
- Vietnamese

### HumeLink

Multilingual telephone information service

Enquiries 9205 2200

المعلومات باللغة العربية	9679 9815
معلومات باللغة العربية	9679 9809
Za informacije na bosanskom	9679 9816
Za informacije na hrvatskom	9679 9817
Για πληροφορίες στα ελληνικά	9679 9818
Per avere informazioni in italiano	9679 9819
За информације на српском	9679 9820
Para información en español	9679 9821
Türkçe bilgi için	9679 9822
Muốn biết thông tin tiếng Việt	9679 9823
For other languages...	9679 9824

For information in other languages –



[hume.vic.gov.au/translate](https://hume.vic.gov.au/translate)

### Connect with us



9205 2200



[contactus@hume.vic.gov.au](mailto:contactus@hume.vic.gov.au)



[hume.vic.gov.au/subscribe](https://hume.vic.gov.au/subscribe)



HumeCityCouncil



# Supporting our growing and proudly diverse community

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

Opt-in to have your future rates notices sent electronically and go into the draw to win a \$250 voucher.



[hume.vic.gov.au/e-notices](https://hume.vic.gov.au/e-notices)



We recognise the Wurundjeri Woi-wurrung, including the existing family members of the Gunung-William-Balluk clan, as the Traditional Custodians of the land where Hume City is located.







## Mayor's message

### We're investing responsibly to support our growing community

The 2023/24 Budget will provide \$305 million for a variety of day-to-day services including our libraries, leisure centres, preschools, maternal and child health and aged and disability programs.

More than \$600 million in new funding will be invested in community facilities, roads, footpaths, parks and reserves over the next four years, including \$128 million in the next 12 months.

Council's general rate increase of 3.5% is in line with the Victorian Government's established Fair Go Rates System, and we will continue to review our services to ensure that they are delivered as efficiently and cost effectively as possible.

Our efforts are underpinned by the drive to create a thriving, inclusive and sustainable Hume for everyone.

You can read more about Council's 2023/24 Budget at [hume.vic.gov.au/budget](https://hume.vic.gov.au/budget)

**Cr Joseph Haweil**  
Mayor of Hume City

## Your rates are at work everyday

They help to build a better Hume, support the places where our community comes together and fund 25 services which deliver 100+ programs and activities.

Your rates help deliver projects that support the needs of our growing and diverse community. From Kalkallo, to Campbellfield, to Gladstone Park, to Sunbury and everything in between, we're investing in your future.



Scan this QR code to learn more about Council's 2023/24 Budget.

You can learn more about our some of our services below or visit – [hume.vic.gov.au](https://hume.vic.gov.au)

## In the next 12 months your rates and charges will help fund:

